

**DOCKET NO. 36185**

<b>PETITION OF INTRADO INC. FOR</b>	<b>§</b>	<b>PUBLIC UTILITY</b>
<b>COMPULSORY ARBITRATION WITH</b>	<b>§</b>	<b>COMMISSION</b>
<b>GTE SOUTHWEST INCORPORATED</b>	<b>§</b>	<b>OF TEXAS</b>
<b>D/B/A VERIZON SOUTHWEST UNDER</b>	<b>§</b>	
<b>THE FTA RELATING TO ESTABLISHMENT</b>	<b>§</b>	
<b>OF AN INTERCONNECTION AGREEMENT</b>	<b>§</b>	

**JOINT DIRECT TESTIMONY OF**

**THOMAS W. HICKS**

**AND**

**CAREY F. SPENCE-LENSS**

**on behalf of**

**INTRADO COMMUNICATIONS INC.**

**APRIL 16, 2010**

**SECTION I: INTRODUCTION**

**Q: MR. HICKS, PLEASE STATE YOUR NAME, TITLE, AND BUSINESS ADDRESS FOR THE RECORD.**

**A:** My name is Thomas W. Hicks. My business address is 1601 Dry Creek Drive, Longmont, CO, 80503. I am employed by Intrado Inc. as Director - Carrier Relations. I also serve as the Director – Carrier Relations for Intrado Inc.’s telecommunications affiliate, Intrado Communications Inc. (“Intrado Comm”), which currently holds a service provider certificate of operating authority (“SPCOA”) in Texas.<sup>1</sup>

**Q: MR. HICKS, PLEASE DESCRIBE YOUR RESPONSIBILITIES FOR INTRADO COMM.**

**A:** I am responsible for Intrado Comm’s carrier relations with incumbent local exchange carriers (“ILECs”) such as GTE Southwest Incorporated d/b/a Verizon Southwest (“Verizon”), competitive local exchange carriers (“CLECs”), wireless providers, and Voice over Internet Protocol (“VoIP”) service providers.

**Q: MR. HICKS, PLEASE SUMMARIZE YOUR EDUCATIONAL BACKGROUND AND PROFESSIONAL EXPERIENCE.**

**A:** I joined Intrado Comm in 2004. Prior to that, I worked for Verizon in various technical and managerial positions for 33 years. For over 10 years at Verizon, I was responsible for administration and engineering support of 911 network and data services nationwide. In my final three years at Verizon as a Senior Engineer, I coordinated the company’s wireless Phase I and Phase II implementations across the country, which required wireless carriers to

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<sup>1</sup> The name on Intrado Inc.’s SPCOA was changed to Intrado Communications Inc. effective October 8, 2009. See Docket No. 37441, *Application of Intrado Inc. for an Amendment to its Service Provider Certificate of Operating Authority*, Notice of Approval (Oct. 8, 2009).

1 provide public safety answering points (“PSAPs”) with caller location information and call  
2 back numbers in accordance with Federal Communications Commission (“FCC”)  
3 requirements. I received a “President’s Award” for leading Verizon’s (formerly GTE’s)  
4 reengineering team in replacing and updating its nationwide 911 systems. My work  
5 experience also includes project management at Sonus (formerly Telecom Technologies,  
6 Inc.) for softswitch media gateway development. I attended Indiana University – Purdue  
7 University in Fort Wayne, Indiana. I hold an Associate’s Degree in GTE Telops.

8 **Q: MR. HICKS, PLEASE DESCRIBE YOUR PROFESSIONAL AFFILIATIONS AND**  
9 **PARTICIPATION IN INDUSTRY ASSOCIATIONS.**

10 **A:** On February 22, 2010, the FCC invited me to serve on the Best Practices Implementation  
11 Working Group (Working Group 6) of the Communications, Security, Reliability and  
12 Interoperability Council (CSRIC). CSRIC is a federal advisory committee established to  
13 provide recommendations to the FCC to ensure optimal security, reliability and  
14 interoperability of communications systems, including public safety, telecommunications and  
15 media communications. I am currently serving as Chairperson for the Working Group 6 sub-  
16 team chartered to prioritize E911 and physical security best practices and define methods to  
17 determine the level of industry adoption of best practices deemed critical to network  
18 reliability. The Best Practices Implementation Working Group will develop options and  
19 recommendations for CSRIC’s consideration regarding the best practices for each  
20 communication industry segment that should be implemented by communications service  
21 providers in order to enhance the security, reliability, operability and resiliency of  
22 communications infrastructures. I am a former National Emergency Number Association  
23 (“NENA”) emergency number professional, and have served on several industry standards

bodies for 911, including participating in the Alliance for Telecommunications Industries Solutions (“ATIS”) Emergency Service Interconnection Forum (“ESIF”) public safety communications standards development efforts since 1999. I am a recipient of the NENA Lifetime Membership Award for contributing to and leading industry and association efforts that led to the creation of FCC Docket No. 94-102, which addresses wireless E911 requirements. In 2008, I was awarded the 2008 ATIS Outstanding Contributions Award during the ATIS Annual Meeting for my contributions to the creation of pANI administration guidelines for industry.

**Q: DOES INTRADO COMM PARTICIPATE IN INDUSTRY FORUMS?**

**A:** Yes. I actively participate on behalf of Intrado Comm in the following industry forums:

- Participant in the ATIS-ESIF Emergency Call and Data Routing subcommittee focused on the development of network interoperability and technology integration standards related to emergency call and data routing components of E911;
- Participant and 911 subject matter expert (“SME”) for the North American Numbering Council (“NANC”) pANI Issues Management Group for development of pANI Administration Guidelines (document approved by the FCC); and
- Active participant in NENA Operations Development Committee (“ODC”) and in numerous NENA working committees (*e.g.*, Next Gen 911, Default Route Working Group, etc.).

My past participation before industry bodies also includes:

- Participated in European Telecommunications Standards Institute’s Emergency Telecommunications (“EMTEL”) to establish European standards for emergency communications to parallel United States standards; and

1 • Established and led the NENA technical standards organization.

2 **Q: MR. HICKS, HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE PUBLIC**  
3 **UTILITY COMMISSION OF TEXAS?**

4 **A:** No, I have not previously testified before the Public Utility Commission of Texas  
5 (“Commission”). I have, however, previously testified before the Public Utilities  
6 Commission of Ohio, the Public Service Commission of West Virginia, the Maryland Public  
7 Service Commission, and the Massachusetts Department of Telecommunications and Cable  
8 with respect to Intrado Comm’s other arbitration proceedings with Verizon. I have also  
9 testified before the North Carolina Utilities Commission, the Florida Public Service  
10 Commission, and the Illinois Commerce Commission with respect to Intrado Comm’s  
11 arbitration proceedings with AT&T.

12 **Q. MS. SPENCE-LENSS, PLEASE STATE YOUR NAME, TITLE, AND BUSINESS**  
13 **ADDRESS FOR THE RECORD.**

14 **A:** My name is Carey F. Spence-Lenss. My business address is 1601 Dry Creek Drive,  
15 Longmont, CO, 80503. I am Vice President of Regulatory and Government Affairs for  
16 Intrado Inc. and its affiliate Intrado Comm.

17 **Q: MS. SPENCE-LENSS, PLEASE DESCRIBE YOUR RESPONSIBILITIES FOR**  
18 **INTRADO COMM.**

19 **A:** I am responsible for state and federal regulatory, legislative, and policy initiatives for  
20 Intrado Comm. I lead a team of professionals who serve as government affairs liaisons  
21 throughout the United States. We investigate, track and, in turn, educate and advocate all  
22 corporate regulatory, policy and legislative matters. In addition, I plan, coordinate and  
23 participate in state and national 911 and telecommunications forums to advance Intrado

1 Comm key initiatives. I routinely provide support and information to 911 stakeholders  
2 related to state legislative/statutory, administrative rules and tariffs, and cost recovery. I  
3 assess the impact of matters specific to wireline, wireless, or VoIP deployments. In  
4 addition, I serve on the core team for Intrado Comm's Intelligent Emergency Network<sup>®</sup>,  
5 which is responsible for laying the foundation for the technical and operational  
6 implementation of the Intrado Comm Intelligent Emergency Network<sup>®</sup>, including  
7 establishing interconnection relationships with other carriers such as Verizon.

8 **Q: MS. SPENCE-LENSS, PLEASE SUMMARIZE YOUR EDUCATIONAL**  
9 **BACKGROUND AND PROFESSIONAL EXPERIENCE.**

10 **A:** I am a graduate of the University of Texas at Austin, Texas where I earned a Bachelor of  
11 Science degree in Speech, Organizational Communications. I also have completed  
12 certification coursework at Texas A&M Engineering Extension in Basic Telephony  
13 DC/AC & Data Communications, and at the University of Texas at Austin Continuing  
14 Engineering Studies Telecommunications Series. I am certified as a NENA Emergency  
15 Number Professional. I have over 20 years of emergency communications experience.  
16 From 1989 to 2003, I held various management positions at the Texas Commission on  
17 State Emergency Telecommunications, including Deputy Director from 1998 to 2003.  
18 Preceding my work at the Texas commission, I was employed by the City of Dallas,  
19 Information Services Department as an Emergency Communications Coordinator. My  
20 professional affiliations include former chair positions of several committees of NENA,  
21 and I was a founding member of the NENA Emergency Number Professional program. I  
22 also served as an officer on the Texas Emergency Number Association. I was a member  
23 of the National Association of State 911 Administrators ("NASNA") and remain active in

1 this association, Association of Public Safety Communications (“APCO”), NENA  
2 national conference, and the National Conference of State Legislators.

3 **Q. MS. SPENCE-LENSS, HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE**  
4 **PUBLIC UTILITY COMMISSION OF TEXAS?**

5 **A:** Not on behalf of Intrado Comm. I have, however, previously testified before the Public  
6 Service Commission of West Virginia and the Maryland Public Service Commission with  
7 respect to Intrado Comm’s other arbitration proceedings with Verizon. In addition, I have  
8 previously testified before the Public Utilities Commission of Ohio, the North Carolina  
9 Utilities Commission, and the Illinois Commerce Commission with respect to Intrado  
10 Comm’s arbitration proceedings with AT&T.

11 **Q: WHAT IS THE PURPOSE OF THE JOINT TESTIMONY?**

12 **A:** The purpose of our testimony is to describe the 911 services to be provided by Intrado Comm  
13 in Texas and how those services meet the definition of “telephone exchange services” as set  
14 forth in the federal Communications Act of 1934, as amended (the “FTA”).

15 **Q: ARE YOU ATTORNEYS?**

16 **A:** No, we are not attorneys. Any discussion of federal and state law herein is from a  
17 layperson’s perspective.

18 **SECTION II: BACKGROUND**

19 **Q: IS INTRADO COMM AUTHORIZED TO PROVIDE SERVICE IN TEXAS?**

20 **A:** Yes, Intrado Comm holds a SPCOA from the Commission. This certification authorizes  
21 Intrado Comm to provide data, facilities-based, and resale telecommunications services

1 throughout the state of Texas.<sup>2</sup> At this time, Intrado Comm intends to focus its business  
2 plans on a competitive 911 service offering to Texas PSAPs,<sup>3</sup> enterprise and telematics  
3 customers, and wholesale customers.

4 **Q: IS INTRADO COMM PROVIDING ANY SERVICES IN TEXAS AT THIS TIME?**

5 **A:** No. Intrado Comm cannot offer services to Texas customers without entering into a  
6 mutually beneficial interconnection agreement with Verizon and the other ILECs that control  
7 access to the public switched telephone network ("PSTN").

8 **Q. IS INTRADO COMM AUTHORIZED TO PROVIDE LOCAL EXCHANGE**  
9 **SERVICE IN OTHER STATES AND HAS IT ENTERED INTO**  
10 **INTERCONNECTION AGREEMENTS WITH OTHER ILECS?**

11 **A:** Intrado Comm and its affiliates hold authority to provide competitive local  
12 telecommunications services in forty other states. Intrado Comm and its affiliates have  
13 previously entered into two Section 251 interconnection agreements with AT&T in Illinois  
14 and California, as well as agreements with Qwest. More recently, state commissions in the  
15 following states have approved Intrado Comm's Section 251 interconnection agreements  
16 with the following ILECs:

- 17 ○ In Ohio with Embarq, Cincinnati Bell, AT&T Ohio,<sup>4</sup> and Verizon;
- 18 ○ In Kentucky with Cincinnati Bell;

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<sup>2</sup> SPCOA No. 60317; *see also* Docket No. 34570, *Application of Intrado, Inc. for an Amendment to its Service Provider Certificate of Operating Authority*, Notice of Approval (Sept. 10, 2007); Docket No. 37441, *Application of Intrado Inc. for an Amendment to its Service Provider Certificate of Operating Authority*, Notice of Approval (Oct. 8, 2009) (changing name on SPCOA from Intrado Inc. to Intrado Communications Inc.).

<sup>3</sup> For ease of reference, we use the term "PSAP" to refer to any public safety agency, 911 authority, 911 administrative agency, or other entity that may be responsible for purchasing and/or receiving 911/E911 services to ensure consumers living in the relevant geographic area can reach emergency responders.

<sup>4</sup> AT&T is appealing in federal court the decision of the Ohio commission granting Intrado Comm interconnection. *See* Case 09-CV-00918-ALM-MRA, *The Ohio Bell Telephone Company v. Public Utilities Commission of Ohio, et al.*, Complaint for Declaratory and Injunctive Relief (S.D. Ohio filed Oct. 15, 2009).



- 1           ○ In North Carolina with AT&T North Carolina;<sup>5</sup>
- 2           ○ In Maryland with Verizon (execution pending);
- 3           ○ In Massachusetts with Verizon;
- 4           ○ In West Virginia with Verizon; and
- 5           ○ In Pennsylvania with Verizon (approval pending);

6   **Q:   HOW DOES INTRADO COMM’S PLANNED 911 SERVICE OFFERING**  
7           **COMPARE TO VERIZON’S TARIFFED 911 SERVICE OFFERING?**

8   **A:**   Intrado Comm’s competitive 911 service offering is similar to the service offered by  
9           Verizon to PSAPs in Texas via Verizon’s retail tariff, which is attached as Exhibit No. 1.  
10          ILECs like Verizon have offered the same, albeit less sophisticated, services for years as  
11          local exchange services for which pricing, terms and conditions of the services are set  
12          forth in the ILECs’ local exchange tariffs.

13   **SECTION III: DESCRIPTION OF INTRADO COMM SERVICES**

14   **Q:   PLEASE DESCRIBE INTRADO COMM’S COMPETITIVE 911 SERVICES TO BE**  
15           **PROVIDED PURSUANT TO THE INTERCONNECTION ARRANGEMENT WITH**  
16           **VERIZON.**

17   **A:**   Intrado Comm’s Intelligent Emergency Network<sup>®</sup> allows Intrado Comm to provide  
18          competitive 911 emergency call delivery and management services for both voice and  
19          data transmissions. Intrado Comm’s network relies on Internet Protocol (“IP”) and is  
20          designed to interoperate with existing legacy equipment and incumbent networks, but  
21          offers much more capability to use and receive calls and data from newer technologies.

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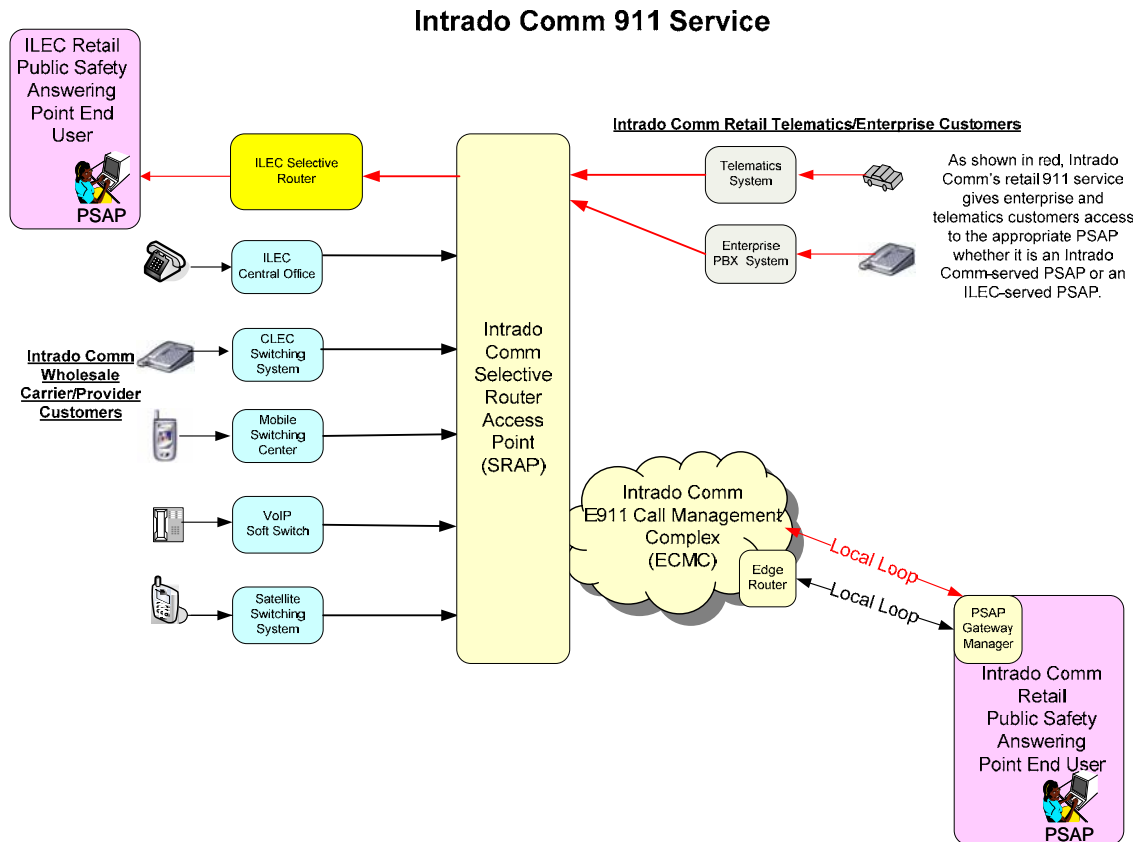
<sup>5</sup>       AT&T is appealing in federal court the decision of the North Carolina commission granting Intrado Comm interconnection. *See* Case 5:09-cv-00517-BR, *BellSouth Telecomms., Inc. d/b/a AT&T North Carolina v. Finley*, Complaint for Declaratory and Injunctive Relief (E.D.N.C. filed Dec. 2, 2009).

1 Intrado Comm's network is capable of accommodating and passing images, graphics,  
2 video and textual data, while the legacy 911 network is limited to simply voice and  
3 automatic number identification ("ANI") signals (*i.e.*, commonly using multi-frequency  
4 analog tones).

5 **Q: WHAT TYPES OF 911 SERVICES DOES INTRADO COMM PLAN TO**  
6 **PROVIDE?**

7 **A:** Intrado Comm will use its Intelligent Emergency Network<sup>®</sup> to provide three (3) primary  
8 types of 911 services with additional features or capabilities available depending on the  
9 needs of the customer. First, Intrado Comm will provide retail 911 service to PSAP end  
10 users, which allows Intrado Comm's PSAP end users to receive 911 calls from all 911  
11 callers located in the geographic area served by the PSAP. Second, Intrado Comm will  
12 provide retail 911 services to enterprise and telematics customers that allow 911 callers to  
13 dial 911 and reach the appropriate PSAP whether it is an Intrado Comm-served PSAP or  
14 an ILEC-served PSAP, based upon the 911 caller's location. Third, Intrado Comm will  
15 provide wholesale 911 service to carriers and VoIP service providers to access the  
16 appropriate PSAP (whether served by Intrado Comm or another carrier) for delivery of  
17 their end users' 911 calls. **Diagram 1** below depicts these three primary types of 911  
18 services.

1 **Diagram 1**



Each of these primary 911 services will be discussed in more detail below.

**Q: PLEASE DESCRIBE INTRADO COMM'S RETAIL 911 SERVICE TO PSAPS.**

**A:** Intrado Comm's retail 911 service to PSAPs permits PSAPs to receive emergency calls placed by dialing the number "911" and emergency communications originated by personal communications devices. The service is a replacement for the 911 service currently provided by Verizon today. Intrado Comm provides a complete end-to-end service for the PSAP, which includes the following components: the selective router, the connection between the selective router and the PSAP, the automatic location information ("ALI") database; the selective router database ("SRDB"); connections and access to the ALI database; and master street address guide ("MSAG") services.

1 **Q: WHERE IN INTRADO COMM'S TEXAS RATE SHEET CAN THIS SERVICE**  
2 **BE FOUND?**

3 **A:** This service can be found in Section 5.1 of Intrado Comm's Texas Rate Sheet No. 2.

4 **Q: PLEASE DESCRIBE THE ADDITIONAL FEATURES AND CAPABILITIES**  
5 **THAT ARE AVAILABLE WITH INTRADO COMM'S RETAIL 911 SERVICE**  
6 **TO PSAPS IF REQUESTED BY THE PSAP.**

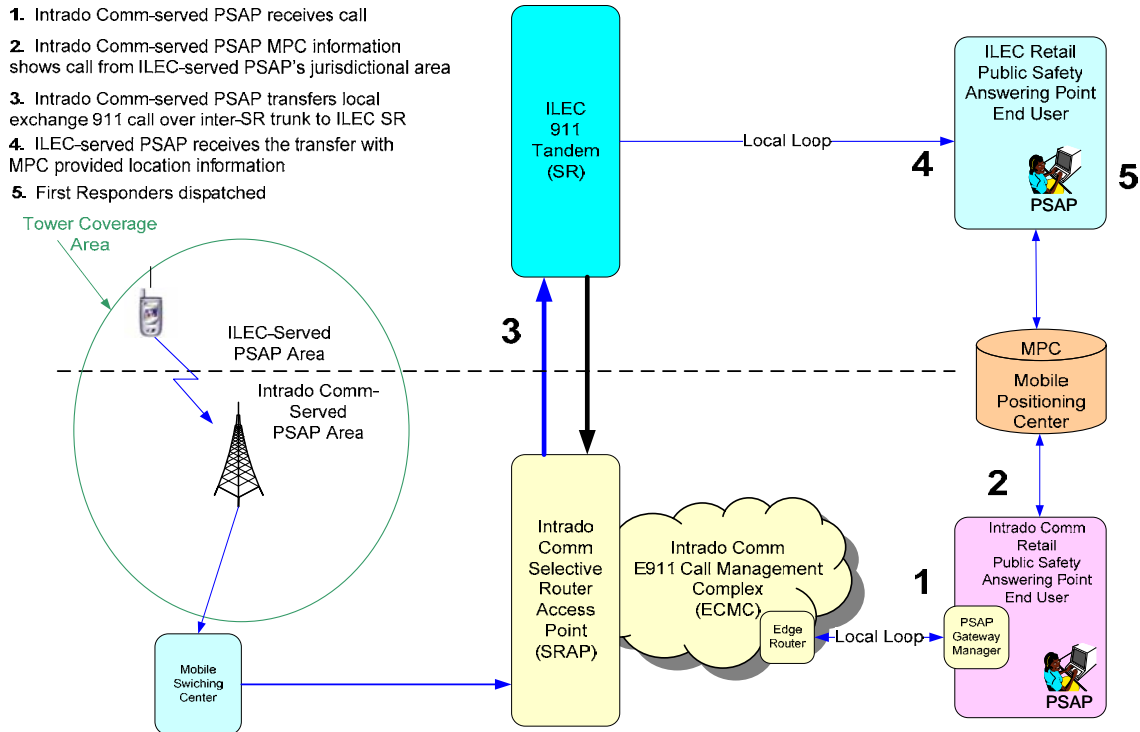
7 **A:** As part of its retail 911 service offering to PSAPs, Intrado Comm offers five (5)  
8 additional features that may be activated upon the request of the PSAP customer and  
9 subject to the availability of facilities: (1) PSAP-to-PSAP call transfer; (2) three-way  
10 conference calling and transfer to PSTN numbers; (3) outbound calling to PSTN  
11 numbers; (4) emergency notification or "reverse 911" service; and (5) text messaging  
12 capabilities.

13 **Q: PLEASE DESCRIBE INTRADO COMM'S PSAP-TO-PSAP CALL TRANSFER**  
14 **CAPABILITY OFFERED TO PSAP CUSTOMERS.**

15 **A:** Intrado Comm's PSAP-to-PSAP call transfer service allows Intrado Comm's PSAP  
16 customer to transfer a 911 call to another PSAP served by Intrado Comm or to PSAPs  
17 served by other 911 service providers with which Intrado Comm has obtained the  
18 necessary interconnection arrangements. Importantly, Intrado Comm's transfer service  
19 allows the ANI and ALI associated with the 911 caller to remain with the 911 call and to  
20 be displayed at the PSAP receiving the call transfer for use in dispatching first  
21 responders. **Diagram 2** below provides further detail on how such transfers occur within  
22 the network.

1 **Diagram 2**

**Sample Wireless 911 Call Transfer from Intrado Comm-served PSAP**



**Diagram 2** depicts the transfer of a wireless 911 call between PSAPs because most transfers arise in the wireless context; however, PSAP-to-PSAP call transfers can be provided (and needed) for wireline 911 calls as well to ensure delivery to the appropriate PSAP.

**Q: CAN INTRADO COMM RECEIVE 911 CALLS TRANSFERRED FROM PSAPS SERVED BY OTHER CARRIERS?**

**A:** Yes, Intrado Comm's network is capable of receiving 911 calls transferred from PSAPs served by other 911 service providers if the necessary interconnection arrangements are in place. Call transfer capabilities are extremely important to ensure misdirected 911 calls get delivered with ANI and ALI to the appropriate PSAP and are likely to occur with greater frequency given the ever increasing popularity of mobile technologies. In

1 fact, Intrado Comm estimates that as many as thirty percent (30%) of all mobile 911 calls  
2 must be transferred to the appropriate PSAP for proper emergency call response.

3 **Q: WHERE IN INTRADO COMM'S TEXAS RATE SHEET CAN THE PSAP-TO-**  
4 **PSAP CALL TRANSFER CAPABILITY BE FOUND?**

5 **A:** This capability can be found in Section 5.1.1(A)(3) of Intrado Comm's Texas Rate Sheet  
6 No. 2.

7 **Q: PLEASE DESCRIBE THE CONFERENCE CALLING AND OTHER CALL**  
8 **TRANSFER FEATURES AVAILABLE WITH INTRADO COMM'S RETAIL 911**  
9 **SERVICE OFFERED TO PSAP CUSTOMERS.**

10 **A:** Intrado Comm's PSAP customers are offered the capability to conduct three-way  
11 conference calls or transfer 911 calls to any 7-digit or 10-digit number within the PSTN.  
12 Specifically, with a 911 caller on the line, a PSAP call taker is able to either (1) press a  
13 single button that will automatically dial the desired pre-programmed number or (2)  
14 perform a "hook flash" and obtain a second dial tone. When using the hook flash  
15 capability, the PSAP call taker can then dial any telephone number within the PSTN and  
16 establish a conference bridge between the 911 caller, the PSAP call taker, and the third-  
17 party. The PSAP call taker also has the ability to exit the conference and allow the 911  
18 caller and the third-party to continue their communication. The PSAP call taker line is  
19 then freed to receive another incoming 911 call.

20 **Q: WHERE IN INTRADO COMM'S TEXAS RATE SHEET CAN THESE CALL**  
21 **TRANSFER AND THREE-WAY CALLING CAPABILITIES BE FOUND?**

22 **A:** These capabilities can be found in Section 5.1.1(A)(3) of Intrado Comm's Texas Rate  
23 Sheet No. 2.

1 **Q: PLEASE DESCRIBE THE OUTGOING CALLING CAPABILITIES OFFERED**  
2 **TO INTRADO COMM'S RETAIL PSAP CUSTOMERS.**

3 **A:** Intrado Comm PSAP customers who chose to use IP connectivity to receive emergency  
4 calls from the Intrado Comm Intelligent Emergency Network<sup>®</sup> will be capable of making  
5 outgoing calls using Intrado Comm's 911 service. This optional feature is available with  
6 an Intrado Comm IP interface that is compatible with the PSAP customer premises  
7 equipment ("CPE"). Once the Intrado Comm interface is tested and confirmed to be  
8 compatible with the PSAP CPE, a PSAP call taker can initiate outgoing calling by either  
9 (1) pressing a single button on supported CPE that will automatically dial the pre-  
10 programmed number of the party to be called or (2) using the hook flash capability to  
11 obtain dial tone and dialing the desired 7-digit or 10-digit telephone number on the  
12 PSTN. The existence of an in-progress call is not necessary for the PSAP to use this  
13 optional feature.

14 **Q: WHERE IN INTRADO COMM'S TEXAS RATE SHEET CAN THE OUTGOING**  
15 **CALLING CAPABILITY BE FOUND?**

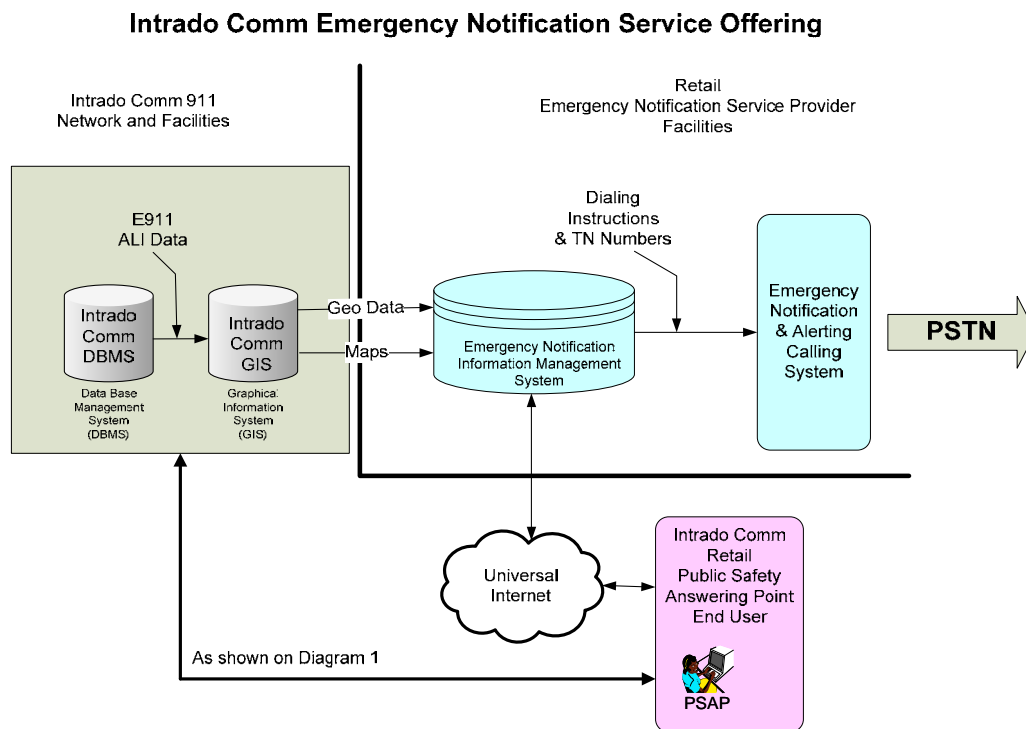
16 **A:** This capability can be found in Section 5.1.7 of Intrado Comm's Texas Rate Sheet No. 2.

17 **Q: PLEASE DESCRIBE INTRADO COMM'S "REVERSE 911" OR EMERGENCY**  
18 **NOTIFICATION SERVICE OFFERING.**

19 **A:** This service provides Intrado Comm PSAP customers the ability to provide outbound  
20 emergency notification messaging to all telephone subscribers within the area served by  
21 the PSAP or a PSAP-defined subset of the geographic area served. The service gives  
22 Intrado Comm's PSAP customer the ability to originate calls to potential 911 callers  
23 within a selected geographic area in order to efficiently and quickly disseminate

important emergency information. While the manner in which PSAPs send outbound emergency notifications will depend on the technology and equipment used by the PSAP, **Diagram 3** below provides a general depiction of Intrado Comm’s emergency notification or “reverse 911” service offering.

**Diagram 3**



**Q: WHERE IN INTRADO COMM’S TEXAS RATE SHEET CAN THE EMERGENCY NOTIFICATION SERVICE BE FOUND?**

**A:** This service can be found in Section 5.1.6 of Intrado Comm’s Texas Rate Sheet No. 2.

**Q: PLEASE DESCRIBE THE TEXT MESSAGING CAPABILITIES AVAILABLE TO INTRADO COMM PSAP CUSTOMERS.**

**A:** Although still in the trial stage, Intrado Comm will be able to provide its properly equipped PSAP customers with the ability to accept and respond to calls for emergency assistance sent via text messaging. This capability enables the PSAP call taker to



1 intercommunicate with texting parties using their wireless Short Message Signaling  
2 (“SMS”) feature via a message sent using the “9-1-1” universal short code. The PSAP  
3 call taker receives a “call back” number and/or “text back” mechanism, all of which is  
4 delivered via the E911 network to the appropriate PSAP based on the pre-defined routing  
5 designation and the mobile switching center (“MSC”) processing the text message.

6 **Q: WITH RESPECT TO THE SECOND PRIMARY TYPE OF 911 SERVICE**  
7 **INTRADO COMM WILL OFFER, WHAT ARE ENTERPRISE CUSTOMERS?**

8 **A:** Enterprise customers include large business users utilizing multi-line telephone serving  
9 arrangements, such as a private branch exchange (“PBX”), shared tenant service, or other  
10 customer call collection platform, *e.g.*, Bank of America or IBM. Telematics providers,  
11 such as OnStar, also are considered to be “enterprise” customers.

12 **Q: PLEASE DESCRIBE INTRADO COMM’S RETAIL 911 SERVICE OFFERING**  
13 **TO ENTERPRISE AND TELEMATICS CUSTOMERS.**

14 **A:** Intrado Comm’s retail 911 service to enterprise/telematics customers enables end users to  
15 originate 911 calls that will be delivered to the appropriate PSAP whether the PSAP is  
16 served by Intrado Comm or another carrier, along with the identity of the station number  
17 and location of the 911 caller. As shown on **Diagram 1** above, 911 calls from enterprise  
18 and telematics customers are routed directly from the customer’s location to Intrado  
19 Comm’s selective router for dissemination to the appropriate 911/E911 network or  
20 Intrado Comm-served PSAP. While Intrado Comm provides all facilities, equipment,  
21 and services to the enterprise customer that are necessary for the service to function  
22 properly, the facilities to be provided may vary for each individual enterprise customer  
23 based on the specific needs of the enterprise customer.

1 **Q: WHERE IN INTRADO COMM'S TEXAS RATE SHEET CAN INTRADO**  
2 **COMM'S RETAIL 911 SERVICE TO ENTERPRISE AND TELEMATICS**  
3 **CUSTOMERS BE FOUND?**

4 **A:** This service can be found in Section 5.4 of Intrado Comm's Texas Rate Sheet No. 2.

5 **Q: PLEASE DESCRIBE THE THIRD TYPE OF 911 SERVICE TO BE PROVIDED**  
6 **BY INTRADO COMM - WHOLESALE 911 ACCESS SERVICES.**

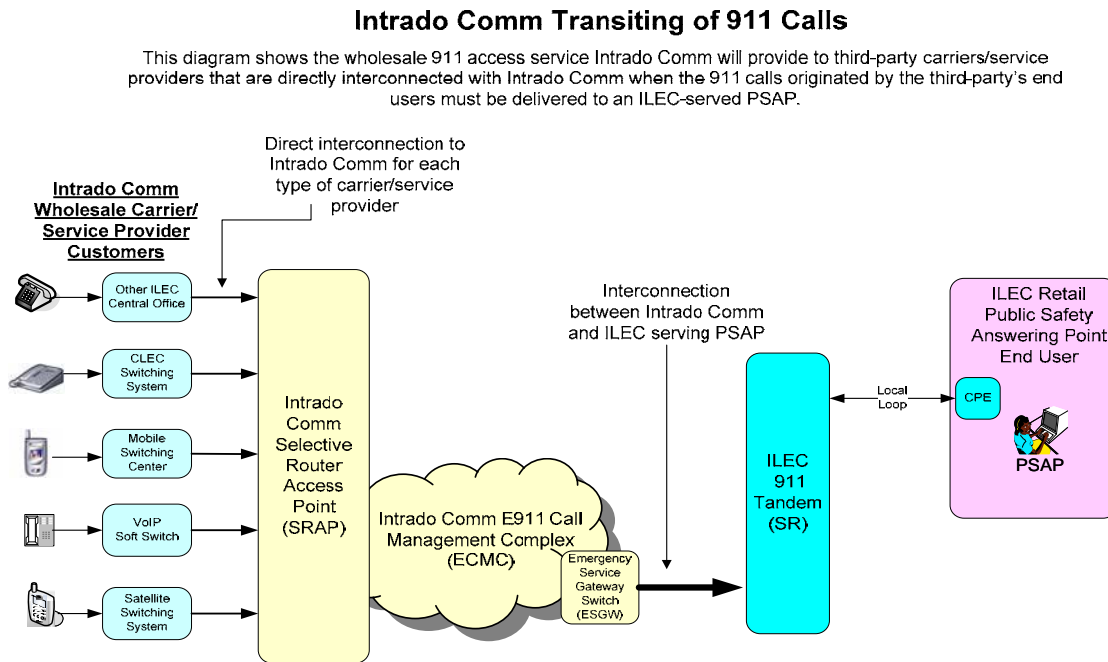
7 **A:** Intrado Comm offers wholesale 911 access services to other carriers and VoIP service  
8 providers. Intrado Comm will aggregate and transport traditional and non-traditional  
9 emergency call traffic from end users of wireline, wireless, satellite, and VoIP service  
10 providers to the appropriate selective router for delivery to the appropriate PSAP  
11 depending on the geographic location of the end user making the 911 call. This service,  
12 shown in **Diagram 1** above, ensures that the 911 calls originated by the end users of  
13 other carriers/providers reach the appropriate PSAP, whether that PSAP is served by  
14 Intrado Comm or served by another 911 service provider.

15 **Q: CAN YOU PLEASE EXPLAIN HOW INTRADO COMM WILL ENSURE 911**  
16 **CALLS ARE DELIVERED TO PSAPS SERVED BY OTHER CARRIERS?**

17 **A:** When an Intrado Comm wholesale customer's 911 caller needs to reach a PSAP served  
18 by another carrier, this equates to the completion of another carrier's transit traffic.  
19 Today, ILECs permit competitors to reach other third-party providers connected to the  
20 ILEC. For example, Verizon may be interconnected with carriers like One  
21 Communications, Level 3, and Cox, but Cox may not have direct interconnection with  
22 One Communications and Level 3. Verizon permits Cox to reach Level 3 and One  
23 Communications through the interconnection arrangements Verizon has established with

those other carriers. Verizon charges a fee for Cox to transit the Verizon network to reach the other carriers. Intrado Comm will permit its wholesale customers' 911 callers to be transited to a Verizon-served PSAP (*see* **Diagram 4A** below) assuming necessary interconnection arrangements are in place.

**Diagram 4A**



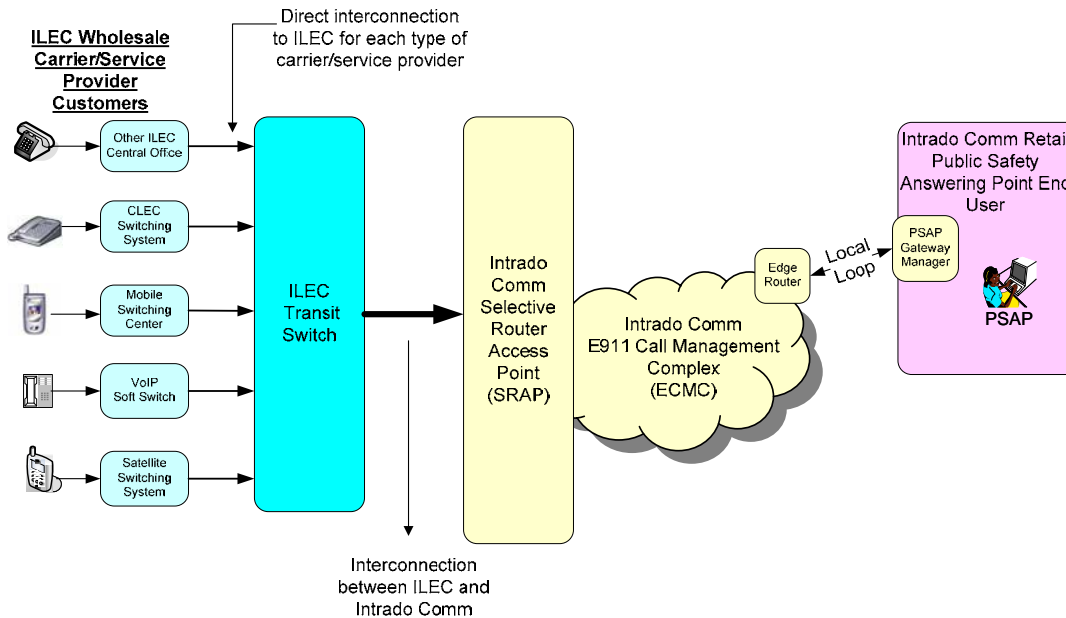
**Q: WILL VERIZON SEND INTRADO COMM 911 CALLS ORIGINATED BY END USERS OF THIRD-PARTY CARRIERS FOR DELIVERY TO INTRADO COMM-SERVED PSAPS?**

**A:** Yes, Intrado Comm understands that Verizon intends to transit 911 calls originated by the end users of Verizon's wholesale customers to Intrado Comm-served PSAPs (*see* **Diagram 4B** below).

1 **Diagram 4B**

**ILEC Transiting of 911 Calls**

This diagram shows Intrado Comm's understanding of how 911 calls originated by end users of a third-party carrier/provider will be delivered to an Intrado Comm-served PSAP when the third-party carrier/provider is directly interconnected with the ILEC.



Thus, Intrado Comm's wholesale 911 access service ensures the 911 call is delivered to the appropriate PSAP, which may be Intrado Comm's PSAP customer (**Diagram 4A**) or the PSAP customer of another 911 service provider such as Verizon (**Diagram 4B**).

**Q: WHERE IN INTRADO COMM'S TEXAS RATE SHEET CAN INTRADO COMM'S WHOLESALE 911 SERVICE BE FOUND?**

**A:** At this time, wholesale service arrangements are being negotiated via carrier-to-carrier agreements.

**SECTION IV: CLASSIFICATION OF 911 SERVICES**

**Q: PLEASE DESCRIBE HOW INTRADO COMM'S RETAIL 911 SERVICE TO PSAPS ALLOWS INTRADO COMM'S CUSTOMER TO ORIGINATE AND TERMINATE TELECOMMUNICATIONS.**

1    **A:**     Intrado Comm’s retail 911 service provided to PSAPs allows the PSAP customer to originate  
2           and terminate telecommunications in three (3) ways. First, when a PSAP receives a 911 call  
3           and “hook flashes” to obtain dial tone, the PSAP can originate a call to a third-party,  
4           including another PSAP, a first responder, or any 7-digit or 10-digit telephone number on the  
5           PSTN. The third-party is then bridged to the 911 caller, and the PSAP may either disconnect  
6           or remain on the line to participate in the subsequent conversation. The PSAP’s function in  
7           this regard is similar to call transfers in a typical office environment (in which an individual  
8           transferring a call obtains a dial tone to do so) or three-way calling (in which the individual  
9           responsible for conferencing obtains a dial tone to dial a third-party). When a transfer  
10          occurs, Intrado Comm’s service adds an additional party, the *911 caller*, to an existing call –  
11          the call originated by the PSAP to the third-party. It does *not* add the third-party to the 911  
12          caller’s existing call.

13   **Q:     PLEASE CONTINUE.**

14   **A:**     Second, PSAPs choosing IP connectivity to Intrado Comm’s network may use Intrado  
15          Comm’s services to make outgoing calls to any 7-digit or 10-digit number on the PSTN at  
16          any time from any work position without the existence of an in-progress 911 call. This  
17          functionality can be provided to Intrado Comm’s PSAP customers upon their request and  
18          when consistent with state 911 requirements. The outgoing calling feature is not intended to  
19          act as the only outgoing calling capability for administrative purposes or for general use by  
20          employees working at the PSAP location.

21   **Q:     PLEASE EXPLAIN THE THIRD WAY IN WHICH INTRADO COMM’S RETAIL**  
22   **911 SERVICE TO PSAPS ALLOWS FOR CALL ORIGINATION.**

1   **A:**     Third, PSAPs may use Intrado Comm’s emergency notification or “reverse 911” service to  
2           originate calls to telephone subscribers within the geographic area served by the PSAP or a  
3           subset of the geographic area served by the PSAP.

4   **Q:**     **ARE INTRADO COMM’S PSAP CUSTOMERS ABLE TO TERMINATE**  
5           **TELECOMMUNICATIONS USING INTRADO COMM’S 911 SERVICES?**

6   **A:**     Yes, the PSAP is also able to terminate communications as well as receive incoming calls.

7   **Q:**     **PLEASE DESCRIBE HOW INTRADO COMM’S RETAIL 911 SERVICE TO**  
8           **ENTERPRISE/TELEMATICS CUSTOMERS ALLOWS INTRADO COMM’S**  
9           **CUSTOMER TO ORIGINATE AND TERMINATE TELECOMMUNICATIONS.**

10  **A:**     Intrado Comm’s enterprise and telematics customers have the ability to originate 911 calls  
11           when they utilize Intrado Comm’s 911 services. This is the intended purpose of the service.

12  **Q:**     **CAN INTRADO COMM’S ENTERPRISE AND TELEMATICS CUSTOMERS**  
13           **RECEIVE INCOMING CALLS USING INTRADO COMM’S SERVICE?**

14  **A:**     The facilities and equipment used to provide Intrado Comm’s enterprise service can support  
15           two-way communications and are capable of being used for two-way traffic purposes. Given  
16           the importance of emergency communications, however, Intrado Comm’s enterprise retail  
17           service offering is specifically designed to be used by the enterprise customer to originate a  
18           911 call and have that 911 call delivered to the PSAP designated to receive emergency calls  
19           for the geographic location of the enterprise customer. If an enterprise customer sought to  
20           use the same facilities and equipment for receipt of incoming calls, Intrado Comm could  
21           make such capability available to the enterprise customer as requested.

1 **Q: PLEASE DESCRIBE HOW INTRADO COMM'S WHOLESALE 911 ACCESS**  
2 **SERVICE TO CARRIERS/SERVICE PROVIDERS ALLOWS INTRADO COMM'S**  
3 **CUSTOMER TO ORIGINATE AND TERMINATE TELECOMMUNICATIONS.**

4 **A:** Intrado Comm's wholesale customers are able to originate and terminate their end user  
5 customers' 911 calls using Intrado Comm's wholesale 911 access service.

6 **Q: PLEASE DESCRIBE HOW EACH OF THE THREE PRIMARY 911 SERVICES**  
7 **DESCRIBED ABOVE PERMIT INTRADO COMM'S CUSTOMER TO**  
8 **INTERCOMMUNICATE.**

9 **A:** Each of Intrado Comm's primary 911 services allow Intrado Comm's customer to  
10 communicate with other parties. Using Intrado Comm's 911 services, PSAPs may  
11 communicate with 911 callers, other first responders, or any other entity on the PSTN.  
12 Likewise, enterprise/telematics customers and end users of Intrado Comm's carrier/service  
13 provider customers (*i.e.*, 911 callers) may communicate with PSAPs and other first  
14 responders using Intrado Comm's 911 services.

15 **Q: PLEASE DESCRIBE HOW INTRADO COMM'S THREE PRIMARY 911 SERVICES**  
16 **ARE PROVIDED WITHIN AN EXCHANGE AREA.**

17 **A:** The "exchange area" for Intrado Comm's 911 services is the geographical area tailored to  
18 fulfill the basic purpose of 911 calling - to link an individual in distress with the appropriate  
19 emergency assistance authorities. The "exchange area" for purposes of Intrado Comm's  
20 three primary 911 services is the community of interest between 911 callers and PSAPs.  
21 Intrado Comm's 911 services interconnect 911 callers, PSAPs, and first responders in the  
22 same geographic area.

1 **Q: PLEASE DESCRIBE HOW EACH OF THE THREE PRIMARY 911 SERVICES IS**  
2 **PROVIDED FOR THE EQUIVALENT OF AN EXCHANGE SERVICE CHARGE.**

3 **A:** For each of the three primary 911 services described above, Intrado Comm's customer (either  
4 the PSAP, the enterprise/telematics customer, or the carrier/service provider) is charged a fee  
5 for their receipt of service from Intrado Comm. Each type of customer will enter into a  
6 contract with Intrado Comm governing the provision of service and payment for such  
7 service.

8 **Q: ARE INTRADO COMM'S THREE PRIMARY 911 SERVICES PROVIDED**  
9 **THROUGH A SYSTEM OF SWITCHES, TRANSMISSION EQUIPMENT, OR**  
10 **OTHER FACILITIES, OR A COMBINATION THEREOF?**

11 **A:** Yes. Intrado Comm uses selective routers, transmission equipment, and other facilities to  
12 provide each of the three primary 911 services discussed above.

13 **Q: DOES INTRADO COMM OFFER "EXCHANGE ACCESS" SERVICE AS THAT**  
14 **TERM IS DEFINED IN THE FTA?**

15 **A:** No, but Intrado Comm's 911 services are comparable to "exchange access" service.

16 **Q: PLEASE EXPLAIN.**

17 **A:** As we understand it, "exchange access" is defined as "the offering of access to telephone  
18 exchange services or facilities for the purpose of the origination or termination of telephone  
19 toll services." A carrier providing exchange access service provides local access to other  
20 carriers (or to itself) to originate and terminate toll or long distance calls. Intrado Comm's  
21 911 services do not fall squarely within the definition of "exchange access" because 911  
22 services are not toll services. However, Intrado Comm's 911 services do provide access to  
23 the local network for the purpose of originating or terminating a communication. Intrado



1 Comm's 911 service offers comparable functionality as an exchange access service when it  
2 provides other carriers with access to Intrado Comm's PSAP customers for the transmission  
3 and completion of 911 calls.

4 **Q: DO INTRADO COMM'S 911 SERVICES PROVIDE "ACCESS" IN OTHER WAYS?**

5 **A:** Yes, Intrado Comm is required by FCC rules to provide "access" to interconnected VoIP  
6 service providers because Intrado Comm owns or controls capabilities used to provide 911  
7 services. Thus, similar to traditional exchange access services, the primary purpose of  
8 Intrado Comm's wholesale 911 access service provided to carriers and VoIP service  
9 providers is to provide "access" to the appropriate public safety entity for the completion of  
10 911 calls.

11 **Q: HAVE OTHER STATE COMMISSIONS RECENTLY DETERMINED THAT**  
12 **INTRADO COMM'S 911 SERVICES ARE PROPERLY CLASSIFIED AS**  
13 **"TELEPHONE EXCHANGE SERVICES" PURSUANT TO THE DEFINITION OF**  
14 **SUCH SERVICES IN THE FTA?**

15 **A:** Yes. In Intrado Comm's arbitration proceeding with AT&T, the Public Utilities Commission  
16 of Ohio undertook a detailed analysis of Intrado Comm's 911 service offerings and  
17 determined that Intrado Comm's 911 service: (1) provides call origination through its hook  
18 flash capability; (2) permits intercommunication because PSAPs and 911 callers can transmit  
19 and receive messages using the same facilities; (3) is offered in an exchange area for an  
20 exchange service charge; and (4) is comparable to other services deemed to be telephone  
21 exchange services by the FCC.<sup>6</sup> AT&T is now appealing this determination in federal court.<sup>7</sup>

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<sup>6</sup> Ohio Case No. 07-1280-TP-ARB, *Petition of Intrado Communications Inc. for Arbitration Pursuant to Section 252(b) of the Communications Act of 1934 as amended, to Establish an Interconnection Agreement with the Ohio Bell Telephone Company dba AT&T*, Arbitration Award (Mar. 4, 2009); Entry on Rehearing (June 17, 2009).

1 In addition to Intrado Comm's arbitration proceeding with AT&T, the Ohio commission has  
2 ruled on three other occasions that Intrado Comm's 911 services qualify as "telephone  
3 exchange services" under the FTA's definition.<sup>8</sup>

4 **Q: HAVE ANY OTHER STATE COMMISSIONS MADE SIMILAR FINDINGS?**

5 **A:** Yes, the North Carolina commission also analyzed Intrado Comm's 911 services under  
6 federal law and determined that Intrado Comm's 911 services are telephone exchange  
7 services for which AT&T is required to offer interconnection.<sup>9</sup> AT&T is now appealing this  
8 determination in federal court.<sup>10</sup>

9 **Q: HAS THIS COMMISSION MADE ANY FINDINGS WITH RESPECT TO THE**  
10 **CLASSIFICATION OF INTRADO COMM'S 911 SERVICES?**

11 **A:** Yes. In 2000, Intrado Comm's predecessor, SCC Communications, sought to  
12 interconnect with AT&T for provision of services similar to the services to be offered by  
13 Intrado Comm now on a wholesale basis.<sup>11</sup> In response to AT&T's motion to dismiss

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<sup>7</sup> See Case 09-CV-00918-ALM-MRA, *The Ohio Bell Telephone Company v. Public Utilities Commission of Ohio, et al.*, Complaint for Declaratory and Injunctive Relief (S.D. Ohio filed Oct. 15, 2009).

<sup>8</sup> Ohio Case No. 07-1199-TP-ACE, *Application of Intrado Communications Inc. to Provide Competitive Local Exchange Services in Ohio*, Finding and Order (Feb. 5, 2008); Order on Rehearing (Apr. 2, 2008); Ohio Case No. 07-1216-TP-ARB, *Petition of Intrado Communications, Inc. for Arbitration of Interconnection Rates, Terms, and Conditions and Related Arrangements with United Telephone Company of Ohio dba Embarq and United Telephone Company of Indiana dba Embarq pursuant to Section 252(b) of the Telecommunications Act of 1996*, Arbitration Award (Sept. 24, 2008); Entry on Rehearing (Dec. 10, 2008); Ohio Case No. 08-537-TP-ARB, *Petition of Intrado Communications Inc. for Arbitration pursuant to Section 252(b) of the Communications Act of 1934, as Amended, to Establish an Interconnection Agreement with Cincinnati Bell Telephone Company*, Arbitration Award (Oct. 8, 2008); Entry on Rehearing (Jan. 14, 2009).

<sup>9</sup> North Carolina Docket P-1187, Sub 2, *Petition of Intrado Communications Inc. for Arbitration Pursuant to Section 252(b) of the Communications Act of 1934, as Amended, with BellSouth Telecommunications, Inc. d/b/a AT&T North Carolina*, Recommended Arbitration Order, at 14 (April 24, 2009); *adopted and modified by*, Order Ruling on Objections and Requiring the Filing of a Composite Agreement (Sept. 10, 2009).

<sup>10</sup> Case 5:09-cv-00517-BR, *BellSouth Telecomms., Inc. d/b/a AT&T North Carolina v. Finley*, Complaint for Declaratory and Injunctive Relief (E.D.N.C. filed Dec. 2, 2009).

<sup>11</sup> Docket No. 23378, *Petition of SCC Communications Corp. for Arbitration Pursuant to Section 252(b) of the Telecommunications Act of 1996, to Establish an Interconnection Agreement with SBC Communications*, Order No. 8 Denying Motion to Dismiss (Jan. 4, 2002).

1 arguing that SCC was not entitled to interconnection because it did not offer telephone  
2 exchange service, the arbitrators in that proceeding made two findings: (1) that SCC  
3 qualified as a telecommunications carrier under the FTA and (2) that “the 9-1-1 calls that  
4 [SCC] aggregates and transports are clearly telephone exchange service and/or exchange  
5 access.”

6 **Q: HOW ARE THE FINDINGS WITH RESPECT TO SCC APPLICABLE HERE?**

7 **A:** As explained above, for its wholesale customers, Intrado Comm will aggregate, transmit,  
8 and route 911 calls from the end users of those wholesale customers to the appropriate  
9 PSAP. The service Intrado Comm plans to provide today includes the service previously  
10 at issue with SCC, plus other services to PSAPs, enterprise/telematics customers, and  
11 carriers/service providers that are terminated in some instances to the PSAP, not just to  
12 the selective router. Intrado Comm’s current planned service offerings are more robust  
13 than the previous services at issue. If Intrado Comm was previously entitled to  
14 interconnection, then it only follows that it is so entitled in the present case.

15 **Q: TO YOUR KNOWLEDGE, HAVE OTHER ILECS BEEN ORDERED TO**  
16 **INTERCONNECT PURSUANT TO SECTION 251 OF THE FTA WITH ANY**  
17 **OTHER CARRIERS OFFERING COMPETITIVE 911 SERVICES?**

18 **A:** Yes. The Indiana Utility Regulatory Commission has determined that the interconnection  
19 arrangements between AT&T Indiana’s 911 network and INdigital’s competitive 911  
20 network are governed by Sections 251 and 252 of the FTA, as well as Indiana statutes  
21 governing interconnection of communications networks.<sup>12</sup> In addition, the Kentucky Public

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<sup>12</sup> Indiana Cause No. 43499, *Joint Complaint of Communications Venture Corporation d/b/a INDigital Telecom, et al*, Final Order (Feb. 10, 2010). AT&T is appealing this decision in Indiana state court. See Case No. 93A02-1003-EX-284, *Indiana Bell Tel. Co. v. Indiana Reg. Comm’n* (Ind. Ct. App. filed Mar. 12, 2010).

1 Service Commission recently ruled that INdigital's competitive 911 service qualified as  
2 "telephone exchange service" as defined in the FTA and ordered AT&T Kentucky to provide  
3 interconnection to INdigital in Kentucky pursuant to Section 251(c) of the FTA.<sup>13</sup>

4 **Q: DOES THIS CONCLUDE YOUR JOINT DIRECT TESTIMONY?**

5 **A:** Yes, at this time. We reserve the right to supplement this testimony as the need arises.

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<sup>13</sup> Kentucky Case No. 2009-00438, *Petition of Communications Venture Corporation d/b/a INdigital Telecom for Arbitration of Certain Terms and Conditions of Proposed Interconnection Agreement with BellSouth Telecommunications, Inc. d/b/a AT&T Kentucky pursuant to the Communications Act of 1934, as amended by the Telecommunications Act of 1996*, Order (Apr. 9, 2010).

# Exhibit 1

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

DEFINITION OF TERMS

Access Line

Denotes the line between the serving Central Office and the customer's premises.

ALI Database

The set of ALI records residing on a computer system, containing subscribers' names, service addresses, telephone numbers, and Emergency Service Numbers (ESNs), and additional information to be used for 911 purposes.

(C)

(C)

ALI Database Administration

The maintenance of the ALI Database records.

(N)

(N)

Verizon shall take reasonable and necessary steps to avoid submission of records associated with non-dialtone generating service to the database. It is, however, the responsibility of the PSAP to request the removal of any record(s) from the database. To avoid billing for non-dialtone generating service, Verizon accounts will be counted based on Access Lines, and for all other Local Service Providers actual record counts in the 9-1-1 database will be used.

(N)

I

(N)

ANI Spill

A central office generated data stream that forwards the telephone number of the calling party.

Automatic Location Identification (ALI)

A feature designed to permit information regarding the location of the calling party to be shown on a display device at a Public Safety Answering Point (PSAP) when a 911 call is received.

Automatic Number Identification (ANI)

A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 911 call is received.

Call Ring Down Service

For communications between two points whereby a station, upon lifting the receiver, automatically rings another station.

Caller

An individual who places a 911 call in order to obtain emergency assistance.

(D)

(D)

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

GENERAL

911 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to (N)  
obtain law enforcement, medical, fire, rescue, and other emergency services. (N)

911 Service enables a caller dialing 911 from a station with access to the local exchange telephone network, arranged to provide 911 Service, to be (T)  
automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific (T)  
territory, to which 911 calls are routed for response. The Service may be provided from any one of the following three categories: (N)

B911 (or Basic 911) Service automatically routes 911 calls to a PSAP but provides no information about the location or telephone number of the caller. (M)  
(M)

C911 (or ANI-only 911) Service automatically routes 911 calls to a PSAP and provides the calling telephone number (through automatic number  
identification or ANI) to the PSAP attendant who answers the call. C911 Service is comprised of B911 Service plus ANI spill. (N)  
(N)

E911 (or Enhanced 911) Service automatically routes 911 calls to a PSAP and provides the calling telephone number and address, and may also  
provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's (T)(M)  
location. E911 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service  
provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with its subscribers' names,  
addresses, and telephone numbers. E911 Service is comprised of C911 Service plus Automatic Location Identification (ALI) provisioning. (T)(M)

(M1)

(M) Moved from Sheet No. 5

(M1) Rules &amp; Regulations Moved to Sheet No. 2

ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President - External Affairs  
500 E. Carpenter Freeway, Irving, TX 75062

## FEATURES AND ASSOCIATED EQUIPMENT FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

### DEFINITION OF TERMS (Continued)

#### Central Office Call Transfer Services

A standard feature available for each PSAP which provides the capability for an established E911 Service call to be transferred to another PSAP or to some other desired destination by a PSAP attendant. The following characteristics identify the three types of call transfer services which may be used with E911 Service.

Fixed transfer enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to a predesignated location by depressing a single button on the Display and Transfer Unit. The PSAP equipment automatically flashes and sends out a Speed Calling code associated with the desired agency. If the call is transferred to a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ALI address of the calling party is transferred also.

Manual transfer enables a primary or secondary PSAP attendant to transfer incoming E911 Service calls over exchange facilities to another telephone number by depressing a flash button on the Display and Transfer Unit or the switchhook on an answering key set and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling code.

Selective transfer enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to another agency (associated through the DMS with the calling party's ANI telephone number) by depressing a single button, e.g., "Fire" on the Display and Transfer Unit. If the desired destination is a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ALI address of the calling party is transferred also. This type of transfer is only available when the SR Service Feature is provided.

#### Centralized Automatic Location Identification (CALI)

A remote Centralized ALI database platform consisting of two host machines, one being the primary system responding to the Public (C) Safety Answering Point (PSAP), and the other being the secondary system.

#### CALI Storage/Processing

The data storage for the ALI records with the redundant CALI system, both the primary and the secondary. The ALI records are updated on the CALI System multiple times a day with Changes/Add/Delete activity. (N)

CALI will process ALI in two ways. The ANI of the 9-1-1 caller is received by the host provider tandem router, which will then route the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI, to the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform and is processed back to the requesting PSAP. The CALI can also be directed by the ANI to steer to another ALI database to retrieve the appropriate ALI record. The record when received by the CALI platform from the other ALI database is processed back to the requesting PSAP. (N)

#### CALI System – Ports for PSAPs

The CALI System – Ports for PSAPs provide the interface for PSAPs to acquire local ALI dips within the CALI. The port rate includes two ports, one port into the primary CALI and one port into the secondary CALI system, for redundancy. The port rate includes a secure connection with security firewall. (C)

#### Call Party Hold

An optional feature of basic 911 that enables a PSAP attendant to maintain control of a 9-1-1 call, even if the calling party hangs up. (N)

#### Customer

Governmental unit or other entity authorized to provide 911 Service.

#### Default Routing

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 911 control office (location of the selective routing function) to a preselected PSAP. (D)



FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)DEFINITION OF TERMS (Continued)Emergency Response Agency (ERA)

For the purpose of this Tariff, an ERA is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 911 call received at, or transferred from, a Public Safety Answering Point (PSAP).

(N)

Emergency Service Number (ESN)

An ESN is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus, the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is

responsible. The ESN is recorded in the Automatic Location Identification (ALI) database (where established) to inform the PSAP attendant which ERA is responsible for each 911 caller's location and in the Selective Routing (SR) records (where SR is established) to assist in determining call routing to the correct PSAP.

End User

An individual who may place a 911 call in order to obtain emergency assistance. The end user may or may not be the subscriber who ordered the service.

(N)

Forced Disconnect

A standard feature that allows a PSAP attendant to release a connection even though the calling party has not hung-up.

(M)

(M)

Host Provider

The telephone company that serves the exchange in which the customer's PSAP is located, provides 911 service and, where applicable, acts as the coordinator of other Local Exchange Carriers (LECs) which serve as secondary providers within the customer's serving area.

(N)

Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 911 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and ESNs.

(N)

(M) Moved from Sheet No. 5

ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President - External Affairs  
500 E. Carpenter Freeway, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

DEFINITION OF TERMS (Continued)

Nonlisted/Unlisted

Subscriber information that is not listed in the published telephone directory but is made available via Directory Assistance Service.

Nonpublished

Subscriber information that is neither listed in the published telephone directory nor available via Directory Assistance Service.

Public Safety Answering Point (PSAP) - Primary

A primary PSAP is the initial answering point responsible for taking appropriate action on a 911 call by either providing the response itself from the Emergency Response Agencies (ERA) dispatched from that center or by transferring the call to a secondary PSAP for action.

Public Safety Answering Point (PSAP) - Secondary

A secondary PSAP responds to 911 calls transferred from a primary PSAP by dispatching those ERA services under its authority. It may become the initial respondent to a 911 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

Record

The subscriber information associated with a telephone number. For billing purposes, records for Verizon accounts will be counted (C) based on Access Lines, and for all other Local Service Providers actual record counts in the 9-1-1 database will be used.

For Wireless Services, records will be billed on the basis of a combination of Verizon Wireline records (access lines) and non-Verizon Wireline records.

Regional ALI Steering

Regional ALI Steering applies to a single HP3000 database system located in the Company's Central Office (CO). Since each database system can cover multiple PSAPs within the area it covers, this is a regional ALI database.

When a query is made from the PSAP, ALI is retrieved either from a record that is stored on the regional ALI system, or requested from (steered to) another carrier's database and returned to the Regional ALI system which then forwards it to the requesting PSAP.

Secondary Provider

A Local Exchange Carrier (LEC) that participates in offering 911 service under an agreement with the host provider.

Steering

Steering is the capability of one ALI Database to query another ALI Database for ALI. The requesting ALI Database system "steers to" the other ALI Database system.

Subscriber

A person or business that orders access line service from a telephone company, who may or may not be the 911 end user.

(N)  
|  
(N)

(N)  
|  
(N)

(D)  
(D)

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS

911 Service is restricted to one-way incoming emergency service only. (M1)

The Telephone Company shall not be required to provide 911 Service to less than an entire central office (switching entity), unless Class Marking is ordered by the customer. The Telephone Company does not undertake to answer and forward 911 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

911 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Telephone Company obligation toward, or any right of action on behalf of any third person or other legal entity.

Intercept service for any seven-digit emergency number(s) replaced by 911 Service will be provided at no charge for a period of time as negotiated between the Telephone Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

911 Service is limited to the use of central office telephone number 911 as the emergency telephone number.

911 calls originated from local exchange telephone network access facilities shall be completed to the appropriate Public Safety Answering Point (PSAP) without a charge being assessed to the end user by the Telephone Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

Calls placed from all stations, including those with nonpublished or unlisted numbers, to a PSAP may display subscriber information associated with (T)(M) such numbers to emergency 911 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 911 call. (T)(M)

Temporary suspension of 911 provisions is not provided. (M1)

(M2)

(M) Moved from Sheet No. 2

(M1) Moved from Sheet No. 1

(M2) Text previously shown, moved to Sheet No. 5A

ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President - External Affairs  
500 E. Carpenter Freeway, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Continued)

The main telephone directory listing for the Public Safety Answering Point (PSAP) must be a seven-digit administrative telephone number. A listing for (T) the PSAP will also be provided under 911 at no additional charge.

All non-Local Exchange Carriers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E911 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in GTE standard format to the customer for inclusion in the E911 database.

Information provided by the Telephone Company as part of the provision of C911 or E911 is to be used only for the purposes of answering and dispatching emergency calls. (M)

Charges for customer-initiated changes and rearrangements affecting service address and Automatic Location Identification (ALI) database records (M1) (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) (N) other than those processed in normal daily updates will be based on a time and materials basis. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations. (T)(M)

Where a 911 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Telephone Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 911 service. Because the addresses of these service providers' subscribers are not provided to the Local Exchange Carriers, the customers will only be able to obtain them directly from the 911 caller.

Ordinarily the Host Provider bills all charges to the customer; this includes the costs from Secondary Providers, which are passed on to the Host Provider. However, the customer may make special arrangements to be billed directly by the Secondary Provider. (N)

Customer Obligation

Application for 911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide (N) 911 Service in the exchanges where service is requested. If application for service is made by an agent, the Telephone Company must be provided in (T) writing with satisfactory proof of appointment of the agent by the customer. (T)

(M) Moved from Sheet No. 2

(M1) Text previously shown, moved to Sheet No. 5

ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President - External Affairs  
500 E. Carpenter Freeway, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Continued)Customer Obligation (Continued)

The customer is responsible for dispatching the appropriate emergency service within the 911 service area, or will undertake to transfer all 911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

By contractual agreement, the 911 Service applicant must submit to the Telephone Company that it concurs in the following terms and conditions by all participating agencies:

- The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 911 Service offering, and for the control and staffing of the Public Safety Answering Point (PSAP).
- Each primary PSAP should subscribe to sufficient 911 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 911 Service network from each central office to the central office serving the primary PSAP should provide a minimum of a P.01 transmission grade of service or the minimum number of trunks prescribed by the applicable regulatory authority, whichever is the higher standard.
- Each primary Public Safety Answering Point (PSAP) and each secondary PSAP should subscribe to at least three lines as follows:

At least one ten-digit non-emergency local exchange line with at least one listed directory number for administrative (C) calls.

At least one non-listed ten-digit local exchange line for forwarding or transferring 911 calls to locations other than (C) those connected to that PSAP by dedicated lines.

At least one non-listed ten-digit number to be used by other PSAP's and Emergency Response Agencies (ERA) (C) to reach the PSAP. This number must be in addition to those listed above.

- The dedicated data circuits required to retrieve the ALI from any of the E9-1-1 Database platforms are standard data (N) circuits capable of 9.6Kbps or higher transmission speeds. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1.
- In some instances, there may be data circuits between PSAPs (e.g., between the ANI/ALI Controller located at one PSAP to equipment at another PSAP) to retrieve or deliver ALI. These dedicated data circuits are standard data circuits capable of 9.6Kbps or higher transmission speeds. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1.
- In cases of steering from the Company's ALI Platform to another database dedicated data circuits are required. These dedicated data circuits are standard data circuits capable of 9.6Kbps or higher transmission speeds. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1.

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ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Continued)Customer Obligation (Continued)

The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.

(N)

Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, the customer is responsible for making arrangements to handle all calls received on its 911 service lines that originate from all telephones served by central offices within the 911 service area, whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

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911 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Telephone Company proprietary and the customer agrees to use such information only for the purpose of responding to 911 calls at the time such calls are placed. Any connecting company purchasing GTE information while acting as the host provider of 911 service to the customer which purchase GTE services under this tariff must agree to abide by the terms and conditions which relate to the protection of GTE provided information. The customer of any connecting company purchasing GTE information shall take all reasonable efforts to safeguard the proprietary nature of Telephone Company-provided information, including but not limited to:

(N)

The customer shall provide to the Telephone Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.

The customer shall agree to the extent allowed by law to indemnify, save and hold the Telephone Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Telephone Company-provided subscriber information, which information is to be used solely for the purpose of providing 911 service.

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(M) Text previously shown, moved to Sheet Nos. 1A and 1B

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ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

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500 E. Carpenter Freeway, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

RULES AND REGULATIONS (Continued)

(M1)

Customer Obligation (Continued)

Any terminal equipment used in connection with 911 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Telephone Company. (T)(M)

Equipment, used in conjunction with any 911 Emergency Telephone Service, located at the Public Safety Answering Point (PSAP) may be provided by the Telephone Company or the customer subject to the approval by the Telephone Company for compatibility with the 911 system. Any additional costs associated with bringing incompatible equipment into compliance with the 911 system will be the responsibility of the customer. (T)(M)

Liability

(N)

The Telephone Company's entire liability to the customer or any person for interruption or failure of 911 service shall be limited by the terms set forth in this section, the General Regulations section of this tariff, and in any sections of other tariffs which apply to the provision of 911 service by the Telephone Company. This 911 service is offered solely to assist the customer in providing 911 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Telephone Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

The Telephone Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Telephone Company act or omission in the design, development, installation, maintenance, or provision of 911 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Telephone Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Telephone Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer. (N)

(M) Moved from Sheet No. 2

(M1) Text previously shown, moved to Sheet Nos. 1A and 1B

ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President – External Affairs  
500 E. Carpenter Freeway, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)RULES AND REGULATIONS (Continued)Liability (Continued)

To the extent allowed by law, the customer shall indemnify and hold harmless the Telephone Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Telephone Company as a result of any act or omission of the Telephone Company or customer or any of their employees, directors, officers, or agents except for Telephone Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 911 system or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 911 service. (N)

The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 911 service when any 911 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as private branch exchanges (PBX), shared tenant services (STS), or calls originating over central office based switching system lines.

The Telephone Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or STS, unless provided to the Telephone Company by a customer. At the rates set forth herein, the Telephone Company will integrate any records provided to it by the customer in a Telephone Company-standard format for inclusion in a 911 database. However, by doing so, the Telephone Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Telephone Company. (N)

ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President - External Affairs  
500 E. Carpenter Freeway, Irving, TX 75062



FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)RULES AND REGULATIONS (Continued)Liability (Continued)

The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 service due to the attachment of any equipment by a customer to Telephone Company facilities. The customer may, with the prior written consent of the Telephone Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Telephone Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Telephone Company reserves the right to refuse attachments if the Telephone Company determines that said attachments will degrade the 911 system ordered by the customer, Telephone Company facilities, or otherwise affect its telephone operations. (N)

The Telephone Company shall not be liable for any civil damages caused by an act or omission of the Telephone Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to emergency service providers responding to calls placed to a 911 service or host providers using such information to provide a 911 service.

The Telephone Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 911 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 911 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Telephone Company shall have any responsibility for 911 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

The Telephone Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Telephone Company, or arising from the use of customer provided facilities or equipment. (N)

ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President - External Affairs  
500 E. Carpenter Freeway, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

RULES AND REGULATIONS (Cont'd)

Termination Liability

E911 services provided with the condition of a term commitment are offered with an initial term commitment of 3 (three) years and a renewal term commitment of 1 (one) year. Upon completion of the initial 3 (three)-year term commitment, service will be automatically renewed annually for a 1 (one)-year term commitment unless customer provides written notification of termination at least 30 days in advance.

The initial three-year term applies to all customers (included existing customers) as of the effective date of this Tariff. (N)

If the service is canceled in whole or in part by the customer for any reason other than material breach by the Company or is terminated for cause by the Company prior to expiration of the agreed to term commitment period, the customer shall be required to pay a sum determined by the application of the following formula: (C)

$$\text{Termination Charge} = \frac{\text{Current Monthly Rate}}{\text{for all services}} \times \frac{\text{Remainder of Current}}{\text{Term Commitment.}}$$

The services covered by the term commitment are:

- ALI Database Administration (see Section 46, Sheet 32)
- CALI Storage/Processing (see Section 46, Sheet 31.1)
- CALI System - Ports for PSAPs (see Section 46, Sheet 31.1)
- CALI Wireless Processing for CAS or NCAS (see Section 46E, Sheet 7)
- Wireline Tandem Routing (see Section 46D, Sheet 1)
- Wireless Tandem Routing (see Section 46E, Sheet 7)

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ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

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500 E. Carpenter Freeway, Irving, Texas 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

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RATES AND CHARGESSpecial Service Arrangement Charges

If 911 provisional requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished when practical by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management.

Cost

GTSW will use incremental cost studies to generate the rates. The proposed rates are subject to Commission review.

Costs as referred to in this section may include but are not limited to:

Cost of maintenance

Cost of operation

Depreciation on the installed cost of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.

General Administration expenses, including taxes on the basis of average charges for these items.

Any other item of expenses associated with the particular special service arrangement.

An amount, not to exceed the overall rate of return found reasonable by the Public Utility Commission in the final order of the most recent rate case, computed on the installed cost of the facilities used to provide the special arrangement for return on investment.

No contribution will be added to the incremental cost to determine the final rates.

Installed cost mentioned above includes cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts. (M1)  
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(M) Text previously show, moved to Sheet No. 1D

(M1) Moved from Sheet No. 6A

ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President - External Affairs  
500 E. Carpenter Freeway, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

Special Service Arrangement Charges (Cont'd)

Special service arrangement rates are subject to review and revision conditioned upon changing costs.

Program Development Charges

These are charges applicable to the work necessary to design, develop, test, and maintain any special programming required to support 911 Service, its billing and its data base management. Rates are based on Telephone Company time and materials expended.

Records Conversion Charges

These are charges applicable to the work necessary to design, review, modify, and maintain any Telephone Company customer records keeping systems in order to support 911 Service, its billing and data base management. These activities include, but are not limited to, working with local and/or county authorities to assign and validate location based addresses; establish, validate, and maintain master street guides in the Telephone Company's service order and customer billing systems; and establish and maintain customer data in the local Public Safety Answering Point (PSAP) computer. Rates are based on Telephone Company time and materials expended.

Moves - One Premises to Another

Applicable service charges from Section 13 are applicable, plus applicable time and material charges to move Company provided equipment from one premises to another.

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Additions to Existing Systems

Applicable service charges from Section 13 of this tariff will be charged in addition to any applicable NRCs in this section.

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Changes to Orders

When a customer requests changes for a pending order for the provision of Emergency Service, the changes will be undertaken if they can be accommodated by the Telephone Company personnel and will be billed to the customer at the appropriate hourly charges.

Other Charges

The rates and charges associated with emergency number features and associated equipment are relative to each installation.

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ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

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500 E. Carpenter Frwy, Irving, TX 75062

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500 E. Carpenter Frwy, Irving, TX 75062

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ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President, External Affairs  
500 E. Carpenter Frwy, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

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ISSUED: JUNE 8, 2001

EFFECTIVE: October 31, 2001

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

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FEATURES AND ASSOCIATED EQUIPMENT  
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500 E. Carpenter Frwy, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)INFORMER DISPLAY TERMINAL

Terminal used at secondary location for the display of data.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
			(D)   (D)
Single Payment Contract	\$1,638.16 (96026)	\$ 10.71 (96028)	(N)

ISSUED: JUNE 8, 2001

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(D)

(D)  
(M)

(M)

(M) Moved to Section 40

ISSUED: August 29, 1994

EFFECTIVE: October 5, 1994

By Oscar C. Gomez, State Vice President, External Affairs  
500 E. Carpenter Frwy, Irving, TX 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

CENTRALIZED AUTOMATIC LOCATION IDENTIFICATION SYSTEM

(C)

Centralized Automatic Location Identification System (CALI) consists of two host machines, one being the primary and the other being the secondary system. The Public Safety Answering Point (PSAP) sends a query to both machines to retrieve ALI. The primary returns the ALI and lets the secondary system know that it has handled the query. If the primary cannot return the ALI, then the secondary takes over. Information contained in the ALI record includes the customer name, location, and emergency service provider. The machines are updated multiple times throughout the day with new information from the Company's central database processing center.

ALI rates are inclusive of the network connections between the primary and secondary CALI systems to allow the two machines to talk to one another. All other network connections are the responsibility of the customer or their Local Service Provider (Competitive Local Exchange Carrier, Wireless Service Provider, Third Party Database Provider, etc.). The PSAP must also purchase two dedicated data circuits of 9.6Kbps or higher transmission speeds from the PSAP location, one to the primary CALI and the second one to the secondary CALI system. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1.

(C)

(C)

CALI Storage / Processing

(N)

The CALI system stores the ALI Database for subscribers in areas where the Company is selected to be the E9-1-1 Database Provider. CALI will process ALI in two ways. The ANI of the 9-1-1 caller is received by the host provider tandem router, which will then route the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI, to the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform and is processed back to the requesting PSAP. The CALI can also be directed by the ANI to steer to another ALI database to retrieve the appropriate ALI record. The record when received by the CALI platform from the other ALI database is processed back to the requesting PSAP.

If steering is needed with CALI Storage / Processing, the Customer must provide an initial certified (on customer's letterhead signed by the individual authorized to execute contracts on behalf of the Customer) record count for processing records from another database, to Verizon for billing purposes. The customer (911 Entity) must update this certified record count for steering to another database on another database on an annual basis, or a 10% annual increase will be assigned. Verizon will use this record count only for purposes of billing for CALI Storage / Processing.

CALI System – Ports for PSAPs

The CALI System – Ports for PSAPs includes two ports, one port into the primary CALI and one port into the secondary CALI system, for redundancy. The port rate includes a secure connection with security firewall.

The customer must provide two dedicated data circuits of 9.6Kbps or higher transmission speeds, one from the PSAP to the primary system and a second from the PSAP to the secondary system. The Customer must also provide similar circuits from each of the CALI systems to the other Databases, if steering is required. See 9-1-1 Dedicated Data Circuit, Section 46, Sheet No. 32.1.

(N)

(M)

(M)

(D)

(D)

(M) Material moved to Sheet 31.1.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

CENTRALIZED AUTOMATIC LOCATION IDENTIFICATION SYSTEM (CALI) CONNECTIVITY (Cont'd)

	<u>Nonrecurring Charge</u>	3 Year Term Commitment Monthly Rate	(C)(M)
<b>CALI</b>			
CALI Storage/Processing, per 1,000 records <sup>2</sup>	-	\$ 9.94 <sup>1</sup>	(C)
CALI System – Ports for PSAPs	-	109.99 <sup>1</sup>	(C)(M)

- <sup>1</sup>. Customer must subscribe to an initial three-year term for these services, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). The initial three-year term applies to all customers (including existing customers) as of the effective date of this Tariff. See Rules and Regulations in Section 46, Sheet 5D, for Termination Liability. (C)(M)
- <sup>2</sup>. These rates are in addition to the ALI Database Administration rate. Minimum charge is for 1,000 records, Standard Rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc). (C)(M)

(M) Material moved from Sheet 31.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

CENTRAL OFFICE CONVERSIONS

Right To Use (RTU) fee and maintenance for Automatic Number Identification (ANI) associated with 911 service.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
#2 EAX	\$ 5,201.75	\$ 18.79
GTD-5	2,216.47	9.29

ALI DATABASE ADMINISTRATION

Automatic Location Identification (ALI) Database Administration service:

- Provides for daily database processing and updates for all add, delete and change activity associated with the records.
- Provides processing of records against the MSAG.
- The ALI database may include both Company and external telephone company records.
- For billing purposes, records for Verizon accounts will be counted based on Access Lines, and for all other Local Service Providers actual record counts in the 9-1-1 database will be used.
- This rate element includes DBMS cost associated with the Master Street Address Guide (MSAG) Emergency Service Number (ESN) Maintenance.
- It does not include the HP3000 or Centralized (CALI) ALI database platforms needed for the matching of incoming E9-1-1 calls to the caller's address.

	<u>Nonrecurring Charge</u>	3 Year Term Commitment <u>Monthly Rate</u>
Per 1,000 Records <sup>2</sup>	- (R)	\$ 39.47 <sup>1</sup> (R)

<sup>1</sup> Customer must subscribe to an initial three-year term for the ALI Database Administration service, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). The initial three-year term applies to all customers (including existing customer) as of the effective date of this Tariff. See Termination Liability under Rules and Regulations on Sheet 5D of this Tariff Section.

<sup>2</sup> Minimum charge is for 1,000 records, Standard Rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc.).

(M) Material moved to Sheet 32A.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

911 PSAP LOCAL LOOP

The 911 PSAP Local Loop completes the 9-1-1 circuit from the serving Central Office of the PSAP to the PSAP. It facilitates the forwarding of 911 calls, including Automatic Number Identification (ANI), from the PSAP's End Office, to the Public Safety Answering Point (PSAP). This voice loop is separate from the data circuit that carries the ALI. See 9-1-1 Dedicated Voice Trunk, Section 46, Sheet No. 32.1.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	(C)	(M1)
Per Loop	\$ 88.29	\$ 15.51	(C)	(M1)

ALI BY QUERY

Mini-computer based database management system to be populated with Automatic Location Identification (ALI) that may be retrieved by individual Automatic Number Identification (ANI) query transmitted over dedicated lines from a PSAP. The system is established for use on a Hewlett-Packard mini computer. (The mini computer is not included in rates below.)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Software	\$ 5,190.79	\$ 75.47

(M2)

(M2)

(M1) Material moved from Sheet 32.

(M2) Material moved to Sheet 32B.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)

911 TANDEM SERVICE TRUNK

The 9-1-1 Tandem Service Trunk carries a 9-1-1 call and its associated Automatic Number Identification (ANI) from the Central Office serving the end user placing the 9-1-1 call to the E9-1-1 Tandem Router.

The total number of 9-1-1 Tandem Service Trunks required shall be determined by the Company through traffic studies following industry standards to provide a grade of service of P01 or greater, but a minimum number of trunks per service arrangement shall not be less than two. The traffic study or summary reflecting the need for more than two trunks shall be provided to the 9-1-1 entity at no cost. Additional compensation from the 9-1-1 entity based on the need for additional trunks exceeding the minimum of two, may not be pursued until 30 days from the date a copy of the traffic study or summary is provided to the 9-1-1 entity.

The 9-1-1 Tandem Service Trunk is used to connect to the Verizon E9-1-1 Tandem, as follows:

- From Verizon Central Offices
- From Central Offices of other carriers

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
9-1-1 Tandem Service Trunk	\$ 165.00 <sup>1</sup>	\$ 39.00 <sup>1</sup>

<sup>1</sup> The Nonrecurring Charge and Monthly Rate noted are in compliance with Texas Substantive Rule 26.435.

(M) Material moved from Sheet 32A.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062



FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICES (911)9-1-1 DEDICATED TRUNKING

(N)

The 9-1-1 Dedicated Trunking is used for the following connections:

## 9-1-1 Dedicated Voice Trunk:

- from the Company's E9-1-1 Tandem to the Central Office serving the PSAP for voice delivery of the 9-1-1 call
- between End Offices serving different PSAP's (e.g., ANI/ALI Controller at one PSAP to the equipment at a second PSAP)

The total number of the Dedicated Voice trunks required shall be determined by the Company through traffic studies following industry standards to provide a grade of service of P01 or greater, but a minimum number of trunks per service arrangement shall not be less than two (2). The PSAP Local Loop is required to complete the circuit from the PSAP's local CO to the PSAP.

## 9-1-1 Dedicated Data Circuit:

- From the Company's 9-1-1 CALI or RALI systems to the PSAP to transmit ALI Queries and responses
- From the Company's CALI or RALI to another Company's Database (each) required for steering

The 9-1-1 Data Circuit is capable of 9.6 KBPS or higher transmission. A minimum of two (2) Dedicated data Circuits will be required for each connection.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
9-1-1 Dedicated Voice Trunk from 9-1-1 Tandem to CO of PSAP, or between PSAPs (requires PSAP Local Loop to complete circuit)	\$ 165.00	\$ 39.00
9-1-1 Dedicated Data Circuit from PSAP to the CALI or RALI platforms or Circuit from Company's CALI or RALI to another Company's Database (each) (minimum two required)	\$ 165.00	\$ 39.00

(N)

## EMERGENCY NUMBER SERVICE (911)

**E911 WIRELINE TANDEM ROUTING SERVICE<sup>1</sup>**

(C)

**GENERAL**

E911 Wireline Tandem Routing is a service offered to 911 customers.

(C)

**DESCRIPTION**

When E911 Wireline Tandem Routing service is provided, at least one central office provides tandem switching capabilities for 911 calls from all end offices, within a designated area. The tandem office controls the switching of the automatic number identification (ANI) information to the appropriate Public Safety Answering Point (PSAP). It also provides enhanced features and capabilities to the 911 customer such as, E911 trunk concentration; selective, default and alternate routing; call transfer; night transfer; and forced disconnect.

(C)

(C)

Wireline Tandem Routing rates are independent of ALI Database, whether provided by the Company or another E9-1-1 Database Provider. The Company will not be responsible for providing the accurate and timely updates of the necessary routing data if the Company is not the ALI Database Provider.

(N)

I

(N)

**Alternate Routing** - Routes 911 calls to another PSAP over dedicated trunks, under special conditions.

**Call Transfer** - Provides capability to transfer an established 911 call to another PSAP, a secondary PSAP or another location selected by the primary PSAP attendant.

**Default Routing** - Allows a 911 call that cannot be routed to be automatically routed to a predesignated (default) PSAP. This feature is based on the incoming trunk group.

**E911 Trunk Concentration** - Concentrates the number of incoming 911 trunks at the Tandem into a smaller, concentrated trunk group going to the PSAP.

**Forced Disconnect** - Prevents a 911 calling party, who remains off-hook, from indefinitely holding the connection to a PSAP. The E911 Tandem is capable of force releasing the calling party upon receipt of an on-hook signal from the PSAP.

**Night Transfer** - Provides the capability to reroute 911 calls to another PSAP during specified hours.

**Selective Routing** - Automatic routing of incoming 911 calls to the designated PSAP based on the ANI and the designated Emergency Service Number.

**Tandem Routing** - Same as Selective Routing.

(N)

**RATES AND CHARGES**

	Nonrecurring <u>Charge</u>	3-Year Term Commitment <u>Monthly Rate</u>		(C)
<b>Wireline Tandem Routing</b>				(C)
				(T)
				(C)
				(D)
Per 1,000 records <sup>2</sup>	\$ 0.00	\$ 40.47 <sup>1</sup>	(R)	(T)

<sup>1</sup> Customer must subscribe to an initial three-year term for the Wireline Tandem Routing service, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). The initial three-year term applies to all customers (including existing customers) as of the effective date of this Tariff. See Termination Liability under Rules and Regulations on Sheet 5D of this Tariff Section.

(N)

<sup>2</sup> Minimum charge is for 1,000 records, Standard Rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc).

(N)

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

**EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES**

(C)

**A. General**

The 911 entity requesting wireless 911 services in this section is subject to the same terms and conditions as located in Section 46.

(C)

The charges in this section of the tariff are based on the FCC's Order on Reconsideration released July 24, 2002, in CC Docket No 94-102 (FCC reference 02-146). The Company has, as per the FCC's Order, established the demarcation point for cost allocation between the wireless carriers and the PSAPs as the input to the Company's 9-1-1 Selective Routers (also referred to as 9-1-1 tandem router).

(C)

**B. Definitions****20-digit NCAS**

(N)

This method for wireless E9-1-1 Phase II provides both the MDN of the calling party plus the ESRK via the signaling path. All data, including the MDN and cell sector that receives the call, is delivered to the PSAP via the data path within the ALI record.

(N)

**Alternate Routing**

(N)

See Section 46D of this Tariff

(N)

**Call Associated Signaling (CAS)**

(C)

A method for delivery of the MDN of the calling party plus the ESRD from the wireless network through the 9-1-1 tandem router to the PSAP. The 20 digits of data delivered are sent over the signaling circuit from the wireless switch to the 9-1-1 tandem router. From the tandem router to the PSAP, the 20-digit stream is delivered using either Enhanced Multi-Frequency (EMF) or ISDN connections.

(C)

(D)

(M1)

(M2)

(D)

**Call Transfer**

(N)

See Section 46B of this Tariff

**Centralized ALI (CALI)**

See Section 46 of the Tariff

**Default Routing**

See Section 46D of the Tariff

**Emergency Service Number**

See Section 46 of the Tariff

(N)

**Emergency Service Routing Digits (ESRD)**

(C)

As defined in J-Std-034, an ESRD is a digit string that uniquely identifies a base station, cell site, or cell sector. This number may also be a network routable number (but not necessarily a dialable number).

(C)

(M1) Material moved to Sheet 2.

(D)

(M2) Material moved to Sheet 3.

(D)

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

**EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES****B. Definitions (Cont'd)****Emergency Service Routing Key (ESRK)**

Emergency Service Routing Key (ESRK) is a 10-digit routable, but not necessarily dialable, number translated from a cell sector identifier at the SCP that is used by the tandem router to route wireless E9-1-1 calls to the appropriate PSAP. The ESRK is also the search-key for the mating of data that is provided to a PSAP by different paths, such as via the voice path and ALI data path. In daily use, the term ESRK is used to distinguish operational environments where the routing digits are assigned on a per origination cell sector basis, which is the strict technical definition of an ESRD.

(C)(M1)

(C)(M1)

**Forced Disconnect**

See Section 46D of the Tariff

(N)

**J-Std-034**

A standard jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunications Industry Solutions (ATIS), to provide the delta changes necessary to various existing standards to accommodate the Phase I requirements. The standard identifies that the interconnection between the MSC and the 9-1-1 tandem router/switch is via:

1. An adaptation of the Feature Group D Multi-Frequency (FG-D) protocol, or
2. The use of an enhancement to the Integrated Service Digital Network User Part (ISUP) Initial Address Message (IAM) protocol. In this protocol, the caller's location is provided as a ten-digit number referred to as the ESRD. The protocol NENA-03-002, recommendation for the implementation of Emergency Multi-Frequency (MF) Signaling, E9-1-1 Tandem, to PSAP, is the corollary of J-Std-034 FG-D protocol.

**J-Std-036**

A standard, jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunication Industry Solutions (ATIS), that defines standards for E9-1-1 service relating to CAS, NCAS wireless E9-1-1 solutions, and to make provision for introduction of location determination technology for Phase II delivery of wireless E9-1-1 calls. Additional proposed solutions such as Hybrid are not referenced. Standards include, but are not limited to, required data elements, and signaling protocols. J-Std-034 addresses E9-1-1 Phase I, and J-Std-036 addresses E9-1-1 Phase II.

(N)

**Mobile Directory Number (MDN)**

MDN is the dialing number from which the wireless call is made, and represents the wireless caller's "call back" number.

(C)(M1)

(C)(M1)

**Mobile Position Center (MPC)**

The interface between the wireless network and the wireless location network. The MPC retrieves, forwards, stores, and controls position data within the location network. The MPC is not provided by and is not the responsibility of the Company.

(N)

**Mobile Switching Center (MSC)**

A switch that provides stored program control for wireless call processing.

(N)

(M2)

(D)

(M1) Material moved from Sheet 1.

(M2) Material moved to Sheet 5.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

**EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****B. Definitions (Cont'd)****National Emergency Association (NENA)****NENA 02-010**

A standard set of formats and protocols for the Automatic Location Identification (ALI) data exchange between service providers and Enhanced 9-1-1 systems or their database provider, developed by the NENA Data Standards Subcommittee.

**NENA 03-002**

A technical reference, developed by the NENA Network Technical Committee, to provide recommendations for the implementation of Enhanced Multi-Frequency (MF) Signaling, from the E9-1-1 Tandem router to PSAP. The J-Std-034 FG-D protocol is the corollary protocol of NENA 03-002.

**Night Transfer**

See Section 46B of the Tariff

**Non-Call Associated Signaling (NCAS)**

This method for wireless E9-1-1 call delivery delivers routing digits over existing signaling protocol, including commonly applied CAMA trunking into and out of the tandem routers or SS7 into the tandem routers. The voice call is set up using the existing interconnection method that the wireline company uses from an end office to the tandem router and from the tandem router to the PSAP. The ANI delivered with the voice call is an ESRK, not a MDN. All Data, including the MDN and cell sector that receives the call, is delivered to the PSAP via the data path within the ALI record.

**Phase I E9-1-1 Service**

The service by which the WSP delivers to the designated PSAP the wireless end user's call back number and cell site/sector when a wireless end user had made a 9-1-1 call, as contracted by the customer. Phase I wireless standards are outlined in J-Std-034.

**Phase II E9-1-1 Service**

The service by which the WSP delivers to the designated PSAP the wireless end user's call back number, cell site/sector information, as well as X, Y (longitude, latitude) coordinates to the accuracy standards set forth in the FCC Docket No. 94-102. Phase II standards are outlined in J-Std-036.

**Position Determining Entity (PDE)**

The PDE determines a more precise geographic location of a wireless handset when the wireless caller places a 9-1-1 call or while the call is in process. The PDE equipment is not provided by and is not the responsibility of the Company.

(M1) Material moved from Sheet 1.

(M2) Material moved to Sheet 6.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

**EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****B. Definitions (Cont'd)****Service Control Point (SCP)**

A centralized database system used for, among other things, wireless Phase I E9-1-1 Service applications. It specifies the routing of 9-1-1 calls from the Cell Site to the PSAP. This hardware device contains special software and data that includes all relevant Cell Site locations and Cell Sector Identifiers. This SCP equipment is not provided by and is not the responsibility of the Company.

(N)

**Wireless 911 Area**

The geographic area covered in the customer's request for Wireless E9-1-1 Services.

**Wireless Service Provider (WSP)**

A person or entity that provides Commercial Mobile Radio Service (CMRS). The term Wireless Service Provider includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communications service (PCS), or functional or competitive equivalent. The term does not include service providers whose customer does not have access to 9-1-1 or 9-1-1 like services.

(N)

**Wireless Tandem Routing**

Automatic routing of incoming wireless 9-1-1 calls to the designated PSAP based on the ESRK or ESRD and the designated Emergency Service Number.

(C)(M1)

| |  
(C)(M1)**X, Y Coordinates**

With respect to 911, X and Y refer to the longitude and latitude of the 9-1-1 wireless caller's location.

(N)

(N)

(M1) Material moved from Sheet 1.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

**EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****C. Regulations**

1. The Company will deliver to each PSAP customer only the data required and specified by the FCC in CC Docket No. 94-102, including the cell site or sector location, the callback number, and the longitude/latitude of the caller. The Company disclaims any and all responsibility for (1) the delivery of any additional data element that the WSP may choose to provide beyond those required and specified in FCC No. 94-102, and (2) the content of the data delivered to the customer. In addition, the Company shall not be responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of those technologies.
2. PSAPs must have all required elements of Wireless E9-1-1 Phase 1, utilizing ESRK of ESRD routing and cell site/sector location based information, in place before Phase 2 can be implemented. In addition, all of the following requirements must be met prior to Phase 2 implementation.
  - a. The PSAP's ALI software must be upgraded to Verizon's wireless ALI format to accommodate the x/y data.
  - b. The WSP must have a Position Determining Entry (PDE) and Mobile Position Center (MPC) in the WSP's network. The PDE and MPC equipment is not provided by and is not the responsibility of the Company, nor is the Company responsible for ensuring that the WSP or its agent(s) are prepared to provide Phase II.
  - c. The WSP must have obtained an executed Interconnection agreement to obtain connection with the Company to the Selective Router and to the Company's ALI database to provide the Phase 1 and 2 data. The Company is not responsible for providing Wireless 911 without an executed interconnection agreement.
  - d. The WSP must submit MSAG valid ALI records for each ESRK/ESRDs in accordance with NENA's recommended standard 02-010.
3. Wireless services will be billed based on the number of wireline 9-1-1 records in the geographic area for which the customer is requesting Wireless E9-1-1 Services (known as wireless 9-1-1 area). In addition, a certified wireline record count is required for the wireless area that wireless services are subscribed to but not included in the company provided ALI database. The certified wireline record count must be:
  - a. updated on an annual basis, failure to provide updated record count will result in the current record count to be increased by 10%,
  - b. must be provided to the company on customer letter head stating that the number is true and accurate, and
  - c. must be signed by an individual that is authorized to execute a contract for the customer.

(N)

(N)

(M)

(M)

(D)

(D)

(M) Material moved to Sheet 7.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
 500 E. Carpenter Freeway, Irving, Texas 75062

## EMERGENCY NUMBER SERVICE (911)

## I. WIRELESS E9-1-1 SERVICES (Cont'd)

## D. Description

## Wireless Description

CAS – Is a Phase I wireless configuration, which allows for 20 digits (MDN and ESRD), to be received, via the signaling path, at the appropriate tandem router and forward it from the tandem router to the PSAP. Upon receipt of the ESRD and MDN at the PSAP, a request for ALI data is sent to the affected ALI database. The ALI is provided via the data path established for Wireline subscribers and requires no additional facilities to provide the service to the dispatcher. The ESRD ALI data is stored in the host provider database. The wireless carrier is responsible for each ESRD MSAG valid ALI record needed for ALI and or wireless tandem routing, and the transmission of the record(s) to the Company. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service.

(T)(M1)

(C)

(C)(M1)

NCAS – Is a Phase I and Phase II wireless configuration, which allows for 10 digit ESRK to be received, via the signaling path, at the appropriate tandem router and forwards it from the tandem router to the designated PSAP. Upon receipt of the ESRK at the PSAP an ALI query is made using the ESRK via the data path, to the appropriate ALI platform, the ALI platform is directed by the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the ALI platform from the wireless database is reformatted into the PSAP's Phase I or II display and processed back to the requesting PSAP. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK MSAG valid ALI record needed for ALI and or wireless tandem routing, and the transmission of the record(s) to the company. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company.

(C)(M2)

(C)(M2)

20 digit NCAS - Phase II – 20 digit NCAS allows the MDN plus the ESRK to be received over the signaling path. The MDN of the mobile subscriber will be sent along with the ESRK assigned to the call. The tandem router will then route the call based on the ESRK to the appropriate PSAP. Upon receipt of the ESRK and the MDN at the PSAP, an ALI query is made using the ESRK via the data path, to the appropriate ALI platform. The ALI platform is directed by the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the ALI platform from the wireless database it is reformatted into the PSAP's Phase II display and processed back to the requesting PSAP. Requires the PSAP to disable the feature that enables the ANI display to overwrite the ALI information. Requires the PSAP to disable the feature that enables the ANI display to overwrite the ALI information. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK MSAG valid ALI record needed for ALI and or wireless tandem routing, and the transmission of the record(s) to the Company. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company.

(N)

(N)

(M1) Material moved from Sheet 2.

(M2) Material moved from Sheet 3.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062



**EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****D. Description (Cont'd)**

Steering when using a Central Office HP3000 also known as Regional ALI Steering – Upon receipt of the ESRK at the PSAP an ALI query is made using the ESRK via the data path, to the HP3000 ALI platform, the HP3000 ALI platform is directed by the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the HP3000 ALI platform from the wireless database is reformatted into the PSAP's Phase I and Phase II display and processed back to the requesting PSAP. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK MSAG valid ALI record needed for ALI steering, and the transmission of the record(s) to the Company. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company. Requires the PSAP to subscribe to Regional ALI Steering in Section 46 of the Tariff.

CALI Wireless Processing for CAS or NCAS: Upon receipt of the ESRK/ESRD at the PSAP an ALI query is made using the ESRK/ESRD via the data path, to the appropriate ALI platform, the ALI platform is directed by the ESRK/ESRD to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the ALI platform from the wireless database is reformatted into the PSAP's Phase I or II display and is processed back to the requesting PSAP. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK or ESRD MSAG valid ALI record needed for ALI steering to the wireless database, and the transmission of the record(s) to the Company. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company.

Wireless Tandem Routing allows for routing of wireless calls to the PSAP designated by the ESRK or ESRD. It also provides enhanced features and capabilities to the PSAP such as: wireless E911 trunk concentration, tandem routing default and alternate routing, call transfer, night transfer, and forced disconnect. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service.

**Rate Description**

1. CALI Wireless Processing – for CAS or NCAS
  - Allows for ALI processing for CAS, NCAS or 20 Digit NCAS
  - Does not include circuits between the PSAP and the primary or secondary CALI platforms, circuits between the CALI platforms and the wireless carrier's database, the MPC, circuits to or from the MPC.
  - Does not include CALI System-Ports for PSAPs to connect circuits to the CALI platform.
2. Wireless Tandem Routing
  - Allows for tandem routing to the designated PSAP for either CAS, NCAS, or 20-digit NCAS.
  - Does not include any circuits between the PSAP and the tandem router or between the MSC and the tandem router.
3. CALI System – Ports for PSAPs
  - Circuits from the PSAP to the CALI platform are required to receive wireless ALI.
  - Customer may use the same CALI System – Ports for PSAP that they subscribe to for wireline CALI services. Wireless ALI would be delivered on the same data path as wireline.
  - See Section 46 of the Tariff

## EMERGENCY NUMBER SERVICE (911)

## I. WIRELESS E9-1-1 SERVICES (Cont'd)

## E. Rates

	Non- Recurring Charge	3 Year Term Commitment Monthly Rate(2)	(T)(M) (C)
CALI Wireless Processing for CAS or NCAS, per 1,000 records (1)(2)(3)	-	\$ 20.72	(C)
			(D)
Wireless Tandem Routing, per 1,000 records(1)(2)(3)	-	55.74 (R)	(C)(M)

- (1) Records are based on the wireless 911 area as outlined in wireless regulation and will be adjusted annually. (C)(M)
- (2) Customer must subscribe to an initial three-year term for the Wireless Tandem Routing or CALI Wireless Processing for CAS or NCAS, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). See Rules and Regulations in Section 46, Sheet 5D for Termination Liability. (C)(M)
- (3) Minimum charge is for 1,000 records. Standard rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc). (C)(M)

(M) Material moved from Sheet 4.

ISSUED: JUNE 29, 2004

EFFECTIVE: AUGUST 30, 2004

By Steve M. Banta, President-Southwest Region  
500 E. Carpenter Freeway, Irving, Texas 75062

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

(D)

(D)

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## I. GENERAL

- A1 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The Service may be provided from any one of the following three categories:

- B1 B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.
- B2 C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.
- B3 E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with its subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus Automatic Location Identification (ALI) provisioning.

(Continued)

Issued: February 6, 1992  
Order No.:

**ISSUED BY**  
Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Effective: February 26, 1993  
Advice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## II. DEFINITION OF TERMS

Automatic Location Identification (ALI)

A feature designed to permit information regarding the location of the calling party to be shown on a display device at a Public Safety Answering Point (PSAP) when a 9-1-1 call is received.

ALI Database

A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and Emergency Service Numbers (ESNs) to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location. Subscriber names may be omitted as a local option.

Alternate Routing

A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Number Identification (ANI)

A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill

A central office generated data stream that forwards the telephone number of the calling party.

Caller

An individual who places a 9-1-1 call in order to obtain emergency assistance.

Customer

Governmental unit or other entity authorized to provide 9-1-1 Service.

Default Routing

A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

(Continued)

Issued: February 6, 1992  
Order No.:

**ISSUED BY**  
Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Effective: February 26, 1993  
Advice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## II. DEFINITION OF TERMS (Continued)

Emergency Response Agency (ERA)

For the purpose of this Tariff, an ERA is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a Public Safety Answering Point (PSAP).

Emergency Service Number (ESN)

An ESN is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus, the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the Automatic Location Identification (ALI) database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing (SR) records (where SR is established) to assist in determining call routing to the correct PSAP.

End User

An individual who may place a 9-1-1 call in order to obtain emergency assistance. The end user may or may not be the subscriber who ordered the service.

Host Provider

The telephone company that serves the exchange in which the customer's PSAP is located, provides 9-1-1 service and, where applicable, acts as the coordinator of other Local Exchange Carriers (LECs) which serve as secondary providers within the customer's serving area.

Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and ESNs.

Nonlisted/Unlisted

Subscriber information that is not listed in the published telephone directory but is made available via Directory Assistance Service.

(Continued)

Issued: February 6, 1992  
Order No.:

**ISSUED BY**  
Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Effective: February 26, 1993  
Advice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## II. DEFINITION OF TERMS (Continued)

Nonpublished

Subscriber information that is neither listed in the published telephone directory nor available via Directory Assistance Service.

Public Safety Answering Point (PSAP) - Primary

A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies (ERA) dispatched from that center or by transferring the call to a secondary PSAP for action.

Public Safety Answering Point (PSAP) - Secondary

A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those ERA services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

Selective Routing (SR)

A service that routes calls to the correct PSAP based on the caller's Automatic Number Identification (ANI). This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

Secondary Provider

A Local Exchange Carrier (LEC) that participates in offering 9-1-1 service under an agreement with the host provider.

Subscriber

A person or business that orders access line service from a telephone company, who may or may not be the 9-1-1 end user.

(Continued)

Issued: February 6, 1992

ISSUED BY

Effective: February 26, 1993

Order No.:

Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Advice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## III. CONDITIONS

- A1 9-1-1 Service is restricted to one-way incoming emergency service only.
- A2 The Telephone Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity), unless Selective Routing (SR) is ordered by the customer. The Telephone Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.
- A3 9-1-1 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Telephone Company obligation toward, or any right of action on behalf of any third person or other legal entity.
- A4 Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided at no charge for a period of time as negotiated between the Telephone Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.
- A5 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number.
- A6 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate Public Safety Answering Point (PSAP) without a charge being assessed to the end user by the Telephone Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- A7 Calls placed from all stations, including those with nonpublished or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.

(Continued)

Issued: February 6, 1992  
Order No.:ISSUED BY  
Oscar C. Gomez  
Area Vice PresidentEffective: February 26, 1993  
Advice Letter No. 257

Regulatory &amp; Governmental Affairs



## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## III. CONDITIONS (Continued)

- A8 The main telephone directory listing for the Public Safety Answering Point (PSAP) must be a seven-digit administrative telephone number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.
- A9 All non-Local Exchange Carriers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in GTE standard format to the customer for inclusion in the E9-1-1 database.
- A10 Information provided by the Telephone Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
- A11 Charges for customer-initiated changes and rearrangements affecting service address and Automatic Location Identification (ALI) database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based on a time and materials basis. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
- A12 Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Telephone Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 service. Because the addresses of these service providers' subscribers are not provided to the Local Exchange Carriers, the customers will only be able to obtain them directly from the 9-1-1 caller.
- A13 In Selective Routing (SR) configurations where the central office does not provide Automatic Number Identification (ANI) due to ANI failure, garbled digits, multiparty lines, etc. Default Routing will be utilized at no additional charge.

(Continued)

Issued: February 6, 1992  
Order No.:

ISSUED BY  
Oscar C. Gomez

Effective: February 26, 1993  
Advice Letter No. 257

Area Vice President  
Regulatory & Governmental Affairs

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

III. CONDITIONS (Continued)

- A14 Ordinarily the Host Provider bills all charges to the customer; this includes the costs from Secondary Providers, which are passed on to the Host Provider. However, the customer may make special arrangements to be billed directly by the Secondary Provider.

(Continued)

Issued: June 5, 1992

**ISSUED BY**

Effective: February 26, 1993

Order No.

Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Advice Letter No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## IV. CUSTOMER OBLIGATION

- A1 Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Telephone Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.
- A2 The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
- A3 By contractual agreement, the 9-1-1 Service applicant must submit to the Telephone Company that it concurs in the following terms and conditions by all participating agencies:
- B1 The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Public Safety Answering Point (PSAP).
- B2 Each primary PSAP should subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP should provide a minimum of a P.01 transmission grade of service or the minimum number of trunks prescribed by the applicable regulatory authority, whichever is the higher standard.

(Continued)

Issued: February 6, 1992

ISSUED BY

Effective: February 26, 1993

Order No.:

Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Advice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## IV. CUSTOMER OBLIGATION (Continued)

- B3 Each primary Public Safety Answering Point (PSAP) and each secondary PSAP should subscribe to at least three lines as follows:
- C1 At least one seven-digit non-emergency local exchange line with at least one listed directory number for administrative calls.
  - C2 At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.
  - C3 At least one non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies (ERA) to reach the PSAP. This number must be in addition to those listed above.
- B4 If Selective Routing (SR) is not used, each primary PSAP should subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines should be no fewer than the number required to provide a P.01 grade of service during that secondary PSAP's average busy hour.
- A4 The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.
- A5 Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, the customer is responsible for making arrangements to handle all calls received on its 9-1-1 service lines that originate from all telephones served by central offices within the 9-1-1 service area, whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

(Continued)

Issued: February 6, 1992  
Order No.:ISSUED BY  
Oscar C. Gomez  
Area Vice PresidentEffective: February 26, 1993  
Advice Letter No. 257

Regulatory &amp; Governmental Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## IV. CUSTOMER OBLIGATION (Continued)

A6 9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Telephone Company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing Contel information while acting as the host provider of 9-1-1 service to the customer which purchase Contel services under this tariff must agree to abide by the terms and conditions which relate to the protection of Contel provided information. The customer of any connecting company purchasing Contel information shall take all reasonable efforts to safeguard the proprietary nature of Telephone Company-provided information, including but not limited to:

B1 The customer shall provide to the Telephone Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.

B2 The customer shall agree to the extent allowed by law to indemnify, save and hold the Telephone Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Telephone Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service.

(Continued)

Issued: February 6, 1992

ISSUED BY

Effective: February 6, 1992

Order No.:

Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Advice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## IV. CUSTOMER OBLIGATION (Continued)

- A7 Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Telephone Company.
- A8 Equipment, used in conjunction with any 9-1-1 Emergency Telephone Service, located at the Public Safety Answering Point (PSAP) may be provided by the Telephone Company or the customer subject to the approval by the Telephone Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

(Continued)

Issued: February 6, 1992  
Order No.:

**ISSUED BY**  
Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Effective: February 26, 1993  
Advice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## V. LIABILITY

- A1 The Telephone Company's entire liability to the customer or any person for interruption or failure of 9-1-1 service shall be limited by the terms set forth in this section, the General Regulations section of this tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Telephone Company. This 9-1-1 service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Telephone Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.
- A2 The Telephone Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Telephone Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Telephone Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Telephone Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.
- A3 To the extent allowed by law, the customer shall indemnify and hold harmless the Telephone Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Telephone Company as a result of any act or omission of the Telephone Company or customer or any of their employees, directors, officers, or agents except for Telephone Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 service.

(Continued)

Issued: February 6, 1992  
Order No.:

**ISSUED BY**  
Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Effective: February 26, 1993  
Advice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## V. LIABILITY (Continued)

- A4 The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 9-1-1 service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as private branch exchanges (PBX), shared tenant services (STS), or calls originating over central office based switching system lines.
- A5 The Telephone Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or STS, unless provided to the Telephone Company by a customer. At the rates set forth herein, the Telephone Company will integrate any records provided to it by the customer in a Telephone Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Telephone Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Telephone Company.

(Continued)

Issued: February 6, 1992  
Order No.:ISSUED BY  
Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental AffairsEffective: February 26, 1993  
Advice Letter No. 257



## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## V. LIABILITY (Continued)

- A6 The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a customer to Telephone Company facilities. The customer may, with the prior written consent of the Telephone Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Telephone Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Telephone Company reserves the right to refuse attachments if the Telephone Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Telephone Company facilities, or otherwise affect its telephone operations.
- A7 The Telephone Company shall not be liable for any civil damages caused by an act or omission of the Telephone Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to emergency service providers responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service.
- A8 The Telephone Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Telephone Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.
- A9 The Telephone Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Telephone Company, or arising from the use of customer provided facilities or equipment.

(Continued)

Issued: February 6, 1992

ISSUED BY

Effective: February 26, 1993

Order No.:

Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Advice Letter No. 257

TEXAS

Original Sheet No. 15  
Supersedes \_\_\_\_\_ Sheet No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## VI. DESCRIPTION

## A1 B9-1-1 (BASIC 9-1-1 SERVICE)

B1 B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single Public Safety Answering Point (PSAP) which is prepared to receive those calls via a 9-1-1 Service line.

B2 The following rate elements apply to a typical B9-1-1 arrangement:

C1 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line.

C2 9-1-1 Service Line - A business network access line connecting the PSAP and its serving central office. The Multiline Business rate in Schedule A-1 of this Tariff, is applicable.

C3 Interexchange 9-1-1 Service - Interexchange private lines are used solely for the provision of 9-1-1 Service. This Interexchange channel rated from Southwestern Bell Telephone Company Private Line Service Tariff, Section 5.

B3 Additional 9-1-1 Features, as described on Sheet 19, are available with 9-1-1 Service, where conditions permit.

(Continued)

Issued: February 6, 1992

ISSUED BY

Effective: February 26, 1993

Order No.:

Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Advice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## VI. DESCRIPTION (Continued)

## A2 C9-1-1 (ANI-ONLY 9-1-1 SERVICE)

B1 The following rate elements apply to a typical C9-1-1 arrangement:

C1 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line. Also enables the central office to generate Automatic Number Identification (ANI) for the caller's telephone number and provide it to the 9-1-1 Service Line.C2 9-1-1 Service Line - Same as B9-1-1 Service.C3 Interexchange 9-1-1 Service - Same as B9-1-1 Service.

B2 C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the Public Safety Answering Point (PSAP). ANI Spill might not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, the ANI Spill will provide the identity of the primary telephone service billing or lead number.

B3 The PSAP's premises equipment used in conjunction with the ANI Spill must be compatible with the C9-1-1 Service requested. If changes are necessary, Time and Material Charges will apply.

B4 Selective Routing (SR), as described on Sheet 18, is available on an optional basis with C9-1-1 Service.

B5 Additional 9-1-1 Features, as described on Sheet 19, are available with C9-1-1 Service, where conditions permit.

(Continued)

Issued: February 6, 1992  
Order No.:ISSUED BY  
Oscar C. Gomez  
Area Vice PresidentEffective: February 26, 1993  
Advice Letter No. 257

Regulatory &amp; Governmental Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VI. DESCRIPTION (continued)

## A3 E9-1-1 (ENHANCED 9-1-1)

B1 The following rate elements apply to a typical E9-1-1 arrangement:

C1 9-1-1 Central Office Enabling - Same as C9-1-1 Service.C2 9-1-1 Service Line - Same as C9-1-1 Service.C3 9-1-1 Tandem Service Trunk - (See TXG, Section 46, Sheet 32B).C4 Automatic Location Identification (ALI) Database Administration - (See TXG, Section 46, Sheet No. 32).(C)  
|  
(C)

B2 In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance will apply.

B3 E9-1-1 Wireline Tandem Routing Service is available on an optional basis with E9-1-1 Service.

(T)

B4 Optional 9-1-1 Features, as described on Sheet 19, are available with E9-1-1 Service where conditions permit.

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

VI. DESCRIPTION (Cont'd)

A4 ADDITIONAL SERVICES

(T)

B1 E9-1-1 WIRELINE TANDEM ROUTING SERVICE – (See TXG, Section 46D, Sheet No. 1).

(C)

(D)

(D)

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

VI. DESCRIPTION (Cont'd)

(D)  
|  
(D)

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE

(D)

(M)

(M)

(M) Text previously shown, moved to Schedule No. A-14 Sheet 2.

(Continued)

Issued: October 12, 1994

**ISSUED BY**

Effective: April 12, 1995

Order No.:

Oscar C. Gomez  
Area Vice President  
Regulatory & Governmental Affairs

Advice Letter No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## VII. RATES AND CHARGES (Cont'd)

A1	9-1-1 Network Service Features	Nonrecurring Charge	Monthly Rate	
B1	Digital Central Office Enabling (1)	-	\$ 36.00	
B2	9-1-1 Service Line			
	E9-1-1 Special Trunk (2)	\$ 192.81	17.14	
B3	9-1-1 Tandem Service Trunk	(See TXG, Section 46, Sheet No. 32B).		(C)
A2	Database Processing			
B1	Automatic Location Identification (ALI) Database Administration	(See TXG, Section 46, Sheet No. 32).		(T) (C)
B2	E9-1-1 Wireline Tandem Routing Service	(See TXG, Section 46D, Sheet No. 1).		(C)

(1) Special construction charges will apply when special assembly is required.

(2) In addition to the applicable local rate in Schedule A-1 of this Tariff.

Issued: June 29, 2004

ISSUED BY  
Steve M. Banta  
President - Southwest Region

Effective: August 30, 2004



## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## VII. RATES AND CHARGES (Continued)

A4	PSAP Equipment	Nonrecurring Charge	Monthly Rate	
B1	Existing Customer Only Automatic Location Identification (ALI) Vectra PC Equipment - Includes: Vectra PC; Code Activated Switch; Microsoft DOS, Configuration and Engineering Support, PC, Dual Serial Interface, VGA Color Monitor, Tape Backup Unit, ALI Software, PC; 1200 bps Modem; Serial Data Cable, Parallel Printer; (2) Terminals.			(N)
B2	Existing Customers Only Modems per Secondary Public Safety Answering Point (PSAP)	\$ 19,000.00	\$ 248.31	
B3	Existing Customers Only Software required at PSAP if Secondary PSAP's are configured - Includes: Software Transfer Option, PC. (Includes the PSAP to secondary PSAP Modem.)	750.00	35.95	(N)
B4	QuietJet Printer Package - Includes: QuietJet Printer, Printer Stand, Ink Cartridge, and Paper			(N)
B6	HP ALI Terminal Package - Includes: Terminal and Cable.	4,500.00	65.69	
B7	Serial Printer Package - Includes: Serial Printer, Printer Stand, Cartridge, and Paper.	300.00	4.64	
		1,500.00	21.62	(M)   (M)
		1,500.00	22.12	

(M) Moved to Schedule No. X-1

(Continued)

Issued: August 29, 1994  
Order No.:ISSUED BY  
Oscar C. Gomez  
State Vice President  
External AffairsEffective: October 5, 1994  
Advice Letter No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## VII. RATES AND CHARGES (Continued)

## A4 PSAP Equipment (Continued)

Nonrecurring  
ChargeMonthly  
Rate

B8 Existing Customers Only  
Automatic Location Identification (ALI) HP917LX  
Computer Equipment - Includes: HP3000 917LX; DTC  
for MPE/XL System, 16 Ports; Configuration ThinLAN  
Modem Ports in DTC; 1.3 Gb DAT Tapes; 200 cps  
Dot Matrix Printer; Printer Ribbons, 3 each; Floor Stand;  
Modem 2400 bps, Configuration and Engineering  
Support, 917LX.

\$ 32,000.00

\$ 95.13

(N)

(M)

(M)

(M) Moved to Schedule No. X-1

(Continued)

Issued: August 29, 1994

ISSUED BY

Effective: October 5, 1994

Order No.:

Oscar C. Gomez  
State Vice President  
External Affairs

Advice Letter No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## VII. RATES AND CHARGES (Continued)

## A4 PSAP Equipment (Continued)

Nonrecurring  
ChargeMonthly  
Rate

(M)

(M)

## B15 HP ALI Software License

0 - 10,000 Lines  
3 Year Contract  
5 Year Contract  
Maintenance after12,000.00  
12,000.0048.91  
60.87  
90.2910,001 - 25,000 Lines  
3 Year Contract  
5 Year Contract  
Maintenance after17,000.00  
17,000.0065.58  
81.09  
120.0425,001 - 80,000 Lines  
3 Year Contract  
5 Year Contract  
Maintenance after23,000.00  
23,000.0079.64  
101.12

contract ends

154.79

80,001 - 200,000 Lines  
3 Year Contract  
5 Year Contract  
Maintenance after  
contract ends29,000.00  
29,000.00123.59  
142.46  
194.46

(M) Moved to Schedule No. X-1

(Continued)

Issued: August 29, 1994

ISSUED BY

Effective: October 5, 1994

Order No.:

Oscar C. Gomez  
State Vice President  
External Affairs

Advice Letter No.

TEXAS

Original Sheet No. 25  
Supersedes \_\_\_\_\_ Sheet No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE

## VII. RATES AND CHARGES (Continued)

A4	PSAP Equipment (Continued)	Nonrecurring	Monthly
		<u>Charge</u>	<u>Rate</u>
B15	ALI Software License (Continued)		
	200,001 Lines and Greater		
	3 Year Contract	\$ 36,000.00	\$ 194.80
	5 Year Contract	36,000.00	204.93
	Maintenance after contract ends		244.04

Issued: June 5, 1992**ISSUED BY**Effective: February 26, 1993

Order No.:

Oscar C. Gomez  
Area Vice President  
Regulatory and Governmental AffairsAdvice Letter No. 257

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES

**A6 MODULAR ANI/ALI RETRIEVAL SYSTEMS (MAARS)  
PUBLIC SAFETY ANSWERING POINT (PSAP) EQUIPMENT**

		Nonrecurring Charge	Rate	Monthly
<b>B1</b>	<b>BASIC AUTOMATIC NUMBER IDENTIFICATION (ANI) SYSTEM</b>			
	Provides a base system for the MAARS 911 ANI equipment, Remote Maintenance Unit, Call Records Unit, Power, Converter Unit and Power Supply. The system is configured with two (2) 911 trunk modules which interface to the 911 network; additional 911 trunks may be added with the 911 Trunk Module. A key set and mounting assembly must be ordered as separate items.	\$20,137.00		\$483.00
<b>B2</b>	<b>AUTOMATIC LOCATION IDENTIFICATION (ALI) UPGRADE</b>			
	Enables MAARS Basic ANI System the capability to query a local or remote database for ALI information.	2,599.00		73.00
<b>B3</b>	<b>911 TRUNK INTERFACE</b>			
	Provides an interface for one 911 trunk with ANI digit spill.	1,900.00		52.00

(D)

(Continued)

Issued: March 17, 1994

ISSUED BY

Effective: March 10, 1994

Order No.:

Oscar C. Gomez  
State Vice President  
External Affairs

Advice Letter No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A6** MODULAR ANI/ALI RETRIEVAL SYSTEM (MAARS)  
PUBLIC SAFETY ANSWERING POINT (PSAP) EQUIPMENT (continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B4</b> <b>LINE ANSWERING POSITION UNITS (APU)</b>		
Each unit provides a call taker position for answering 911 calls. It includes an Automatic Number Identification (ANI) display programmable transfer/autodial keys, Automatic Location Identification (ALI) monitor port and Telecommunication Device for the Deaf (TDD) signal detection. (TDD keyboard is not included.) Each APU is equipped with a key telephone set with multiple line appearances and handset. An APU is available in the following line increments and mounting options:		
4 Line Console Mounted APU	\$3,039.00	\$ 84.00
20 Line Desk-Top APU	3,296.00	92.00
20 Line Console Mounted APU	3,296.00	92.00
50 Line Console Mounted APU	4,510.00	129.00

**B5** (Reserved for Future Use)

(D)

(D)

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A6 MODULAR ANI/ALI RETRIEVAL SYSTEMS (MAARS)**  
**PUBLIC SAFETY ANSWERING POINT (PSAP) EQUIPMENT** (continued)

		Nonrecurring Charge	Rate	Monthly
<b>B6</b>	<b>TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD) KEYBOARD</b>			
	A keyboard used in conjunction with the Stand Alone and/or Line Answering Position Units (APUs). The keyboard is used to communicate with TDD user 911 callers.	\$ 297.00		\$ 7.00
<b>B7</b>	<b>DIAL-UP TRANSFER UNIT (DTU)</b>			
	Unit provides an interface a dial-up line for transferring 911 calls (voice only) to a secondary location. The DTU allows for single button call transfer to any secondary PSAP by dialing up to 15 digits on a general purpose dial-up line. DTU must be ordered for use with the Basic Automatic Number Identification (ANI) System.	1,771.00		48.00
<b>B8</b>	<b>REMOTE PRINT UNIT (RPU)</b>			
	RPU allows a Primary PSAP to forward and print Automatic Location Identification (ALI) information to other emergency service agencies. RPU must be ordered for use with the Basic ANI System and is required for remote print of ANI information to secondary PSAPs.	2,496.00		70.00

(D)

(Continued)

Issued: March 17, 1994  
Order No.:ISSUED BY  
Oscar C. Gomez  
State Vice President  
External AffairsEffective: March 10, 1994  
Advice Letter No.

TEXAS

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

VII. RATES AND CHARGES (continued)

A6 MODULAR ANI/ALI RETRIEVAL SYSTEM (MAARS)  
PUBLIC SAFETY ANSWERING POINT (PSAP) EQUIPMENT (continued)

B9 (Reserved for Future Use)

B10 (Reserved for Future Use)

(D)

(D)



TEXAS

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A6 MODULAR ANI/ALI RETRIEVAL SYSTEMS (MAARS)**  
**PUBLIC SAFETY ANSWERING POINT (PSAP) EQUIPMENT** (continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
<b>B11 COMPUTER AIDED DISPATCH INTERFACE UNIT (CIU)</b>			
Electronically transmits Automatic Number Identification and Automatic Location Identification (ANI/ALI) and call connection information to the computer aided dispatch (CAD) system. The CIU will continually update the CAD computer as 911 calls are handled.	\$2,260.00	\$62.00	
<b>B12 (Reserved for Future Use)</b>			(D)
<b>B13 (Reserved for Future Use)</b>			(D)
<b>B14 POWER SUPPLY UNIT (PSU)</b>			
The 110 volts alternating current (VAC) PSU can power eight MAARS modules, or six modules and batteries depending on the configuration. The PSU requires the same mounting space as all other MAARS modules and can be mounted in parallel for increased load capacity and redundancy.	880.00	24.00	

Issued: June 8, 2001

**ISSUED BY**  
Steve M. Banta  
President - Southwest Region

Effective: October 31, 2001

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A6 MODULAR ANI/ALI RETRIEVAL SYSTEMS (MAARS)**  
**PUBLIC SAFETY ANSWERING POINT (PSAP) EQUIPMENT** (continued)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
<b>B15</b>	<b>BATTERY PACK UNIT (BPU)</b>			
	Provides 48 volts direct current			
	(VDC) battery backup.	\$ 685.00	\$ 18.00	
<b>B16</b>	<b>BATTERY BACKUP UNIT (BBU)</b>			
	Provides 12 VDC battery backup.	520.00	13.00	
<b>B17</b>	<b>(Reserved for Future Use)</b>			(D)
<b>B18</b>	<b>(Reserved for Future Use)</b>			(D)
<b>B19</b>	<b>911 ANSWERING SYSTEM</b>			
	An integrated 1A2 key system used in			
	conjunction with the Basic Automatic			
	Number Identification (ANI) system.			
	The 911 Answering System accommodates			
	up to 25 line cards for 911 trunks,			
	administrative lines and/or recorder connections.	3,122.00	90.00	

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A6 MODULAR ANI/ALI RETRIEVAL SYSTEMS (MAARS)**  
**PUBLIC SAFETY ANSWERING POINT (PSAP) EQUIPMENT** (continued)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B20</b>	<b>KEY SYSTEM LINE CARD</b>		
	A component used in the 911 Answering System to terminate each 911 trunk and/or administrative line.	\$ 86.00	\$ 2.00
<b>B21</b>	<b>RECORDER CONNECTOR</b>		
	Provides an interconnect interface to allow an external recorder to be utilized with a 911 Answering System. One connector accommodates one Answering Position Unit (APU), 911 trunk or administrative line.	168.00	4.00
<b>B22</b>	<b>(Reserved for Future Use)</b>		(D)   (D)
<b>B23</b>	<b>MOUNTING OPTIONS</b>		
	Options available for mounting the Basic ANI System, Answering System and Auxiliary Equipment:		
	Equipment Cabinet 44"H x 29"W x 23"D	1,362.00	41.00
	Equipment Cabinet 70"H x 29"W x 23"D	1,816.00	55.00
	Wall Mount Assembly 17"H x 27"W x 11"D	434.00	12.00
	Equipment Rack 84"H x 23"H x 15"D	422.00	13.00

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A6 MODULAR ANI/ALI RETRIEVAL SYSTEMS (MAARS)**  
**PUBLIC SAFETY ANSWERING POINT (PSAP) EQUIPMENT (continued)**

		Nonrecurring <u>Charge</u>	Rate	Monthly
<b>B24</b>	<b>PLANT EQUIPMENT INCORPORATED (PEI) INSTALLATION ASSISTANCE</b>			
	On customer site technical support and assistance provided by PEI, the manufacturer of MAARS equipment.		\$2,600.00	\$ 0.00
<b>B25</b>	<b>MAARS-VIEW TERMINAL</b>			
	An optional terminal providing a larger screen, color options and additional system flexibility:			
	Desk-Top		1,489.00	44.00
	Flush-Mount		1,983.00	60.00

(Continued)

(D)

Issued: March 17, 1994**ISSUED BY**Effective: March 10, 1994

Order No.:

Oscar C. Gomez  
State Vice President  
External Affairs

Advice Letter No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A7 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT**

		Nonrecurring Charge	Rate	Monthly
<b>B1</b>	<b>HP 917LX</b>			
	Existing Customers Only			(N)
	Maximum Capacity: 8 Users/ 12 Modem Ports			
	Number of Customers:			
	One	\$18,040.00		\$405.00
	Two	9,020.00		202.50
	Three	6,013.33		135.00
	Four	4,510.00		101.25
<b>B2</b>	<b>HP 927LX</b>			
	Existing Customers Only			(N)
	Maximum Capacity: 20 Users/ 12 Modem Ports			
	Number of Customers:			
	One	24,350.00		547.00
	Two	12,175.00		273.50
	Three	8,116.67		182.33
	Four	6,087.50		136.75
	Five	4,870.00		109.40
	Six	4,058.33		91.17
	Seven	3,478.57		78.14
	Eight	3,043.75		68.38

(Continued)

Issued: August 29, 1994

ISSUED BY

Effective: October 5, 1994

Order No.:

Oscar C. Gomez  
State Vice President  
External Affairs

Advice Letter No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A7** HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)

	Nonrecurring Charge	Rate	Monthly	
<b>B3</b> <b>HP 937LX</b>				(N)
Existing Customers Only				
Maximum Capacity: 64 Users/ 36 Modem Ports				
Number of Customers:				
One	\$57,118.00		\$1,374.00	
Two	28,559.00		687.00	
Three	19,039.33		458.00	
Four	14,279.50		343.50	
Five	11,423.60		274.80	
Six	9,519.67		229.00	
Seven	8,159.71		196.29	
Eight	7,139.75		171.75	
Nine	6,346.44		152.67	
Ten	5,711.80		137.40	
Eleven	5,192.55		124.91	
Twelve	4,759.83		114.50	

(Continued)

Issued: August 29, 1994

ISSUED BY

Effective: October 5, 1994

Order No.:

Oscar C. Gomez  
State Vice President  
External Affairs

Advice Letter No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A7 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)**

Nonrecurring Charge	Rate	Monthly
------------------------	------	---------

**B4 EXPANSIONS TO 917LX, 927LX AND 937LX****C1 ADDITIONAL PORTS - PACKAGE NO. 1**

Existing Customers Only

(N)

Provides for the addition of 12  
modem or 16 direct connect ports  
to the HP9XX computer. This  
addition allows each of the HP  
configurations to support increased  
numbers of ports without changing  
the basic system configuration.  
(See A7, B4, C3 of this Schedule.)

Number of Customers:

One	\$2,858.00	\$64.00
Two	1,429.00	32.00
Three	952.67	21.33
Four	714.50	16.00
Five	571.60	12.80
Six	476.33	10.67
Seven	408.29	9.14
Eight	357.25	8.00
Nine	317.56	7.11
Ten	285.80	6.40
Eleven	259.82	5.82
Twelve	238.17	5.33

(Continued)

Issued: August 29, 1994

ISSUED BY

Effective: October 5, 1994

Order No.:

Oscar C. Gomez  
State Vice President  
External Affairs

Advice Letter No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A7** HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)**B4** **EXPANSIONS TO 917LX, 927LX AND 937LX**  
(continued)**C2** **ADDITIONAL PORTS - PACKAGE NO. 2**

Existing Customers Only

Provides for the addition of 36 modems or 48 direct connect ports to the HP9XX computer. This addition allows each of the HP configurations to support increased numbers of ports without changing the basic system configuration. (See A7, B4, C3 of this Schedule.)

(N)

Number of Customers:

	Nonrecurring Charge	Monthly Rate
One	\$8,235.00	\$185.00
Two	4,117.50	92.50
Three	2,745.00	61.67
Four	2,058.75	46.25
Five	1,647.00	37.00
Six	1,372.50	30.83
Seven	1,176.43	26.43
Eight	1,029.38	23.13
Nine	915.00	20.56
Ten	823.50	18.50
Eleven	748.64	16.82
Twelve	686.25	15.42

(Continued)

Issued: August 29, 1994

ISSUED BY

Effective: October 5, 1994

Order No.:

Oscar C. Gomez  
State Vice President  
External Affairs

Advice Letter No.



## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A7** HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)

Nonrecurring Charge	Rate	Monthly
------------------------	------	---------

**B4** **EXPANSIONS TO 917LX, 927LX AND 937LX**  
(continued)**C3** **ADDITIONAL PORTS**

Either Package No. 1 or No. 2 may be added to the 917LXL, 927LX and 937LX computers. The additional port packages can be configured as a combination of modem and direct connect ports. That is, 12 modem ports or 16 direct connect ports or a combination of each for Package No. 1. The same applies to Package No. 2, using 36 modem and 48 direct connect ports. Multiple packages or a combination of Package No. 1 and Package No. 2 can be used with any of the HP9XX series computers.

(Continued)

(D)

Issued: March 17, 1994**ISSUED BY**Effective: March 10, 1994

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A7 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT**

	Nonrecurring Charge	Rate	Monthly
--	------------------------	------	---------

**B4 EXPANSIONS TO 917LX, 927LX AND 937LX  
(continued)****C4 MODEM/MUX SHELF**

Required when the HP9XX series computer is part of a central office configuration and provides for the mounting of modem and multiplexer modules. Modem or multiplexer cards are not included.

## Number of Customers:

One	\$1,781.00	\$40.00
Two	890.50	20.00
Three	593.67	13.33
Four	445.25	10.00
Five	356.20	8.00
Six	296.83	6.67
Seven	254.43	5.71
Eight	222.63	5.00
Nine	197.89	4.44
Ten	178.10	4.00
Eleven	161.91	3.64
Twelve	148.42	3.33

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(Continued)

Issued: March 17, 1994

ISSUED BY

Effective: March 10, 1994

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

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Supersedes \_\_\_\_\_ Sheet No.

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A7 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT**

Nonrecurring Charge	Rate	Monthly
------------------------	------	---------

**B4 EXPANSIONS TO 917LX, 927LX AND 937LX  
(continued)****C5 KVA INVERTER**

Provides 1 kilovolt ampere (KVA) of Alternating Current (AC) power from a Direct Current (DC) power source; allows equipment, such as the HP 9XX series computers, which require AC power, to be operated in a DC power (central office) environment.

## Number of Customers:

One	\$4,785.00	\$108.00
Two	2,392.50	54.00
Three	1,595.00	36.00
Four	1,196.25	27.00
Five	957.00	21.60
Six	797.50	18.00
Seven	683.57	15.43
Eight	598.13	13.50
Nine	531.67	12.00
Ten	478.50	10.80
Eleven	435.00	9.82
Twelve	398.75	9.00

(Continued)

(D)

Issued: March 17, 1994

ISSUED BY

Effective: March 10, 1994

Order No.:

Oscar C. Gomez  
State Vice President  
External Affairs

Advice Letter No.

TEXAS

1st Revised Sheet No. 41  
 Supersedes Original Sheet No. 41

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A8 MISCELLANEOUS OPTIONAL EQUIPMENT**

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
<b>B1 PARALLEL PRINTER</b>				
	Dot matrix printer which provides draft and near letter quality printing	\$ 721.00	\$16.00	
<b>B2 ASCII TERMINAL</b>				
	Fully featured ASCII terminal with bidirectional printer port.	772.00	18.00	
<b>B3 (Reserved for Future Use)</b>				(D)
<b>B4 (Reserved for Future Use)</b>				(D)

Issued: June 8, 2001

**ISSUED BY**  
 Steve M. Banta  
 President - Southwest Region

Effective: October 31, 2001

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A8 MISCELLANEOUS OPTIONAL EQUIPMENT** (continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B5 UNINTERRUPTIBLE POWER SUPPLY (UPS)</b>		

UPS Systems to supply 120 volt filtered  
Alternating Current (AC) to devices  
requiring continuous AC power.

C1 (Reserved for Future Use)

C2 (Reserved for Future Use)

C3 (Reserved for Future Use)

C4 (Reserved for Future Use)

C5 (Reserved for Future Use)

(D)

(D)

TEXAS

1st Revised Sheet No. 43  
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## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

A8 MISCELLANEOUS OPTIONAL EQUIPMENT (continued)

B5	UNINTERRUPTIBLE POWER SUPPLY (UPS) (continued)				
		<u>Nonrecurring</u>	<u>Monthly</u>		
		<u>Charge</u>	<u>Rate</u>		
C6	(Reserved for Future Use)				(D)
C7	(Reserved for Future Use)				
C8	(Reserved for Future Use)				
C9	(Reserved for Future Use)				(D)
C10	UPS 2.1 KVA 66M/163M  2,100 volt-amperes for 66 minutes full load or 163 minutes half load.	\$3,487.00	\$81.00		(T)
C11	UPS 3.1 KVA 14M/35M  3,100 volt-amperes for 14 minutes full load or 35 minutes half load.	4,005.00	93.00		

Issued: June 8, 2001

ISSUED BY  
 Steve M. Banta  
 President - Southwest Region

Effective: October 31, 2001

TEXAS

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

A8 MISCELLANEOUS OPTIONAL EQUIPMENT

B6 (Reserved for Future Use)

B7 MAKE/BREAK BYPASS SWITCH  
WITH AC DISCONNECT-120

A switch used to bypass the 120  
volt uninterruptible power supply  
in case of failure. The switch  
allows commercial AC to be routed  
directly to the serving equipment.

\$822.00

\$18.00

(D)

(D)

(T)

Issued: June 8, 2001

ISSUED BY  
Steve M. Banta  
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Effective: October 31, 2001

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## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A8 MISCELLANEOUS OPTIONAL EQUIPMENT** (continued)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
B8	(Reserved for Future Use)			(D)
B9	(Reserved for Future Use)			(D)
B10	<b>MUX WITH MODEM</b>  Eight channel statistical multiplexer configured with a 9600 bits per second (bps) modem. Used to compress up to eight channels of data to be transmitted over one data circuit.	\$1,957.00	\$47.00	(T)
B11	<b>MODEM 1200</b>  A device which translates digital signaling to analog signaling and back to digital to transmit data at a rate of 1200 bps.	551.00	13.00	

Issued: June 8, 2001

**ISSUED BY**  
Steve M. Banta  
President - Southwest Region

Effective: October 31, 2001



TEXAS

1st Revised Sheet No. 46  
Supersedes Original Sheet No. 46

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

VII. RATES AND CHARGES (continued )

(D)

(D)

TEXAS

Supersedes 1st Revised Sheet No. 47  
Original Sheet No. 47

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

VII. RATES AND CHARGES (continued )

(D)

(D)

TEXAS

1st Revised Sheet No. 48  
Supersedes Original Sheet No. 48

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

VII. RATES AND CHARGES (continued )

(D)

(D)

Issued: June 8, 2001

ISSUED BY  
Steve M. Banta  
President - Southwest Region

Effective: October 31, 2001

TEXAS

1st Revised Sheet No. 49  
Supersedes Original Sheet No. 49

SCHEDULE NO. A-12

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

VII. RATES AND CHARGES (continued )

(D)

(D)

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT**

		<u>Nonrecurring Charge</u>	<u>Rate</u>	Monthly
<b>B1</b>	<b>HP918LX - 8 User System</b> Equipment with 32 Mb base memory with 2 Gb drive, 1 console, DTC-16iX LAN Multiplexer, 8 modem ports, 1 DFX5000 printer and Excellink interface, and 2400 bps modem.			
	1 Customer	\$30,354.62		\$405.00
<b>B2</b>	<b>HP918LX - 20 User System</b> Equipped same as above			
	1 Customer	26,610.39		547.00
	2 Customers	13,305.20		273.50
	3 Customers	8,870.13		182.33
	4 Customers	6,652.60		136.75
<b>B3</b>	<b>HP918LX - 32 User System</b> Equipped with 64 Mb base memory with 2 Gb drive, 1 console, DTC-72MX Server, 24 RS232 direct connect ports, 8 modem ports, 1 DFX5000 printer and Excellink interface and 2400 bps modem.			
	1 Customer	37,098.29		995.00
	2 Customers	18,549.15		497.50
	3 Customers	12,366.10		331.67
	4 Customers	9,274.57		248.75
	5 Customers	7,419.66		199.00
	6 Customers	6,183.05		165.83

(Continued)

Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)**

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B4 HP918LX - 40 User System</b> Equipped same as above		
1 Customer	\$36,619.23	\$1,096.00
2 Customers	18,309.62	548.00
3 Customers	12,206.41	365.33
4 Customers	9,154.81	274.00
5 Customers	7,323.85	219.20
6 Customers	6,103.21	182.67
7 Customers	5,231.32	156.57
8 Customers	4,577.40	137.00
<b>B5 HP918LX 64 User System</b> Equipped same as above		
1 Customer	43,505.52	1,374.00
2 Customers	21,752.76	687.00
3 Customers	14,501.84	458.00
4 Customers	10,876.38	343.50
5 Customers	8,701.10	274.80
6 Customers	7,250.92	229.00
7 Customers	6,215.07	196.29
8 Customers	5,438.19	171.75
9 Customers	4,833.95	152.67
10 Customers	4,350.55	137.40
11 Customers	3,955.05	124.91
12 Customers	3,625.46	114.50

(Continued)

Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)**

		Nonrecurring Charge	Rate	Monthly
<b>B6</b>	<b>Expansions to HP Systems</b>			
C1	Additional Ports - Provides 16 additional ports (8 modem and 8 direct connect) to expand the HP918LX systems.			
	1 Customer	\$243.00		\$117.79
	2 Customers	121.50		58.90
	3 Customers	81.00		39.26
	4 Customers	60.75		29.45
C2	Additional Ports- 32, 40 & 64 Users Provides 24 additional ports (8 modem and 16 direct connect) to expand the HP918LX systems.			
	1 Customer	243.00		197.80
	2 Customers	121.50		98.90
	3 Customers	81.00		65.93
	4 Customers	60.75		49.45
	5 Customers	48.60		39.56
	6 Customers	40.50		32.97
	7 Customers	34.71		28.26
	8 Customers	30.38		24.73
	9 Customers	27.00		21.98
	10 Customers	24.30		19.78
	11 Customers	22.09		17.98
	12 Customers	20.25		16.48

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Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT** (continued)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B6</b>	<b>Expansions to HP Systems (continued)</b>		
C3	Additional Ports Replace 8 direct connect ports with 8 modem ports. Should be ordered in conjunction with HP918LX packages or additional ports.		
	1 Customer	\$243.00	\$ 21.12
	2 Customers	121.50	10.56
	3 Customers	81.00	7.04
	4 Customers	60.75	5.28
	5 Customers	48.60	4.22
	6 Customers	40.50	3.52
	7 Customers	34.71	3.02
	8 Customers	30.38	2.64
	9 Customers	27.00	2.35
	10 Customers	24.30	2.11
	11 Customers	22.09	1.92
	12 Customers	20.25	1.76
<b>B7</b>	<b>Miscellaneous Additional Items</b>		
C1	Add 1.0 Gb Disk Adds an external 1.0 Gb disk drive to the HP918LX. Must be ordered with initial order configuration; cannot be added to an existing system.		
	1 Customers	323.00	81.06
	2 Customers	161.50	40.53
	3 Customers	107.67	27.02
	4 Customers	80.75	20.27
	5 Customers	64.60	16.21
	6 Customers	53.83	13.51
	7 Customers	46.14	11.58
	8 Customers	40.38	10.13
	9 Customers	35.89	9.01
	10 Customers	32.30	8.11
	11 Customers	29.36	7.37
	12 Customers	26.92	6.76

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Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs



## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)**

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B7</b>	<b>Miscellaneous Additional Items (continued)</b>		
	<b>C2 Add 2.0 Gb Disk</b>		
	Adds an external 2.0 Gb disk. Must be ordered with initial order configuration; cannot be added to an existing system.		
	1 Customer	\$ 565.00	\$141.86
	2 Customers	282.50	70.93
	3 Customers	188.33	47.29
	4 Customers	141.25	35.47
	5 Customers	113.00	28.37
	6 Customers	94.17	23.64
	7 Customers	80.71	20.27
	8 Customers	70.63	17.73
	9 Customers	62.78	15.76
	10 Customers	56.50	14.19
	11 Customers	51.36	12.90
	12 Customers	47.08	11.82
	<b>C3 2 Gb Mini Tower SCSI 3.5 Disk System</b>		
	Adds external 2.0 Gb disk drive to the HP918LX. Must be ordered with initial order configuration; cannot be added to an existing system.		
	1 Customer	1,100.00	276.10
	2 Customers	550.00	138.05
	3 Customers	366.67	92.03
	4 Customers	275.00	69.03
	5 Customers	220.00	55.22
	6 Customers	183.33	46.02
	7 Customers	157.14	39.44
	8 Customers	137.50	34.51
	9 Customers	122.22	30.68
	10 Customers	110.00	27.61
	11 Customers	100.00	25.10
	12 Customers	91.67	23.01

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Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)**

		Nonrecurring Charge	Rate	Monthly
<b>B7</b>	<b>Miscellaneous Additional Items (continued)</b>			
C4	4 Gb Mini Tower SCSI 3.5 Disk System Adds external 4.0 GB disk drive to the HP918LX. Must be ordered with initial configuration; cannot be added to an existing system.			
	1 Customer	\$1,826.00		\$458.50
	2 Customers	913.00		229.25
	3 Customers	608.67		152.83
	4 Customers	456.50		114.63
	5 Customers	365.20		91.70
	6 Customers	304.33		76.42
	7 Customers	260.86		65.50
	8 Customers	228.25		57.31
	9 Customers	202.89		50.94
	10 Customers	182.60		45.85
	11 Customers	166.00		41.68
	12 Customers	152.17		38.21
C5	64 Mb Memory Expansion Adds 64 Mb memory to the HP918LX. Must be ordered with initial configuration; cannot be added to an existing system.			
	1 Customer	1,291.00		324.25
	2 Customers	645.50		162.13
	3 Customers	430.33		108.08
	4 Customers	322.75		81.06
	5 Customers	258.20		64.85
	6 Customers	215.17		54.04
	7 Customers	184.43		46.32
	8 Customers	161.38		40.53
	9 Customers	143.44		36.03
	10 Customers	129.10		32.43
	11 Customers	117.36		29.48
	12 Customers	107.58		27.02

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Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT** (continued)

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B7</b>	<b>Miscellaneous Additional Items (Cont'd)</b>		
C6	Modem Distribution Panel Racking Kit Used to mount the modem distribution panel in either the 1100 or the 1600 mm computer rack. To be ordered with initial configuration; cannot be added to an existing system.		
	1 Customer	\$68.00	\$17.15
	2 Customers	34.00	8.58
	3 Customers	22.67	5.72
	4 Customers	17.00	4.29
	5 Customers	13.60	3.43
	6 Customers	11.33	2.86
	7 Customers	9.71	2.45
	8 Customers	8.50	2.14
	9 Customers	7.56	1.91
	10 Customers	6.80	1.72
	11 Customers	6.18	1.56
	12 Customers	5.67	1.43
C7	Modem Distribution Panel - 8 Port Converts 8 direct connect ports to 8 modem ports. To be ordered with initial configuration; cannot be added to an existing system.		
	1 Customer	80.00	20.00
	2 Customers	40.00	10.00
	3 Customers	26.67	6.67
	4 Customers	20.00	5.00
	5 Customers	16.00	4.00
	6 Customers	13.33	3.33
	7 Customers	11.43	2.86
	8 Customers	10.00	2.50
	9 Customers	8.89	2.22
	10 Customers	8.00	2.00
	11 Customers	7.27	1.82
	12 Customers	6.67	1.67

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Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)**

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B7</b>	<b>Miscellaneous Additional Items (continued)</b>		
C8	RS-232 Direct Distribution Panel - 8 Ports Converts 8 RJ45 direct connect ports to 8 RS-232 direct connect ports. To be ordered with initial configuration; cannot be added to an existing system.		
	1 Customer	\$41.00	\$10.26
	2 Customer	20.50	5.13
	3 Customers	13.67	3.42
	4 Customers	10.25	2.57
C9	RS-232 Direct Distribution Panel - 24 Ports Converts 24 RJ45 direct connect ports to 24 RS-232 direct connect ports. To be ordered with initial configuration; cannot be added to an existing system.		
	1 Customer	41.00	20.85
	2 Customers	20.50	10.43
	3 Customers	13.67	6.95
	4 Customers	10.25	5.21
	5 Customers	8.20	4.17
	6 Customers	6.83	3.48
	7 Customers	5.86	2.98
	8 Customers	5.13	2.61
	9 Customers	4.56	2.32
	10 Customers	4.10	2.09
	11 Customers	3.73	1.90
	12 Customers	3.42	1.74

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Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)**

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B7</b>	<b>Miscellaneous Additional Items (continued)</b>		
C10	1100 MM U 19 Inch Computer Rack A computer rack which is 1100 mm high and 19 inches wide used to mount the 918LX system and port panels. To be ordered with initial configuration; cannot be added to an existing system.		
	1 Customer	\$430.00	\$108.02
	2 Customers	215.00	54.01
	3 Customers	143.33	36.01
	4 Customers	107.50	27.01
	5 Customers	86.00	21.60
	6 Customers	71.67	18.00
	7 Customers	61.43	15.43
	8 Customers	53.75	13.50
	9 Customers	47.78	12.00
	10 Customers	43.00	10.80
	11 Customers	39.09	9.82
	12 Customers	35.83	9.00

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Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A11 HEWLETT PACKARD (HP) PUBLIC SAFETY ANSWERING  
POINT (PSAP) EQUIPMENT (continued)**

		<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>B7</b>	<b>Miscellaneous Additional Items (continued)</b>		
C11	1600 MM U 19 Inch Computer Rack A computer rack which is 1600 mm high and 19 inches wide. Used to mount the 918LX system and port panels. To be ordered with initial configuration; cannot be added to an existing system.		
	1 Customer	526.00	132.05
	2 Customers	263.00	66.03
	3 Customers	175.33	44.02
	4 Customers	131.50	33.01
	5 Customers	105.20	26.41
	6 Customers	87.67	22.01
	7 Customers	75.14	18.86
	8 Customers	65.75	16.51
	9 Customers	58.44	14.67
	10 Customers	52.60	13.21
	11 Customers	47.82	12.00
	12 Customers	43.83	11.00
C12	Excellink PP3000/256 HP3000 Printer Adapter A printer adapter which provides status leads to an HP3000 mini computer.		
	1 Customer	116.00	29.17

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Issued: September 9, 1994

ISSUED BY

Effective: May 12, 1995

Order No.:

Oscar C. Gomez  
Advice Letter No.  
State Vice President  
External Affairs

## SCHEDULE NO. A-12A

## 9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

## VII. RATES AND CHARGES (continued)

**A9 CML TECHNOLOGIES SYSTEMS****B1 COMMON EQUIPMENT**

The CML System, which consists of the Emergency Communications System (ECS) 1000 and terminal equipment, may be configured to meet the 911 customer's requirements. The ECS 1000 control processor may be installed on the customer's premises, or in a Telephone Company central office. Central Office installation of the central processor allows several 911 agencies to share only the ECS 1000 common equipment; therefore, sharing in its cost.

The cost associated with the system is dependent on the number and types of modules required to configure the system and will vary depending on the size and complexity of the 911 customer's service requirements. (In the case of a shared system, the common equipment will be configured to accommodate each agency's requirements.) Therefore, each configuration will be priced based on actual cost.

Cost sharing will be determined by the relative number of Public Safety Answering Points (PSAPs) serving each 911 agency. Once the agencies and GTE have agreed on a fair and equitable method for sharing costs, GTE will file the customized ECS 1000 common equipment arrangement and proposed rates and charges with the Public Utility Commission of Texas. Commission approval will be required prior to the provisioning of this service to the customer(s).

When initial configurations are designed, there may be potential system users who cannot immediately participate. If a potential user commits for future use, the costs can be shared based on the assumption of the "total use" of the system. In this way, common equipment can be sized to accommodate additional users over time. The rates and charges will commence as each user comes "on line" with the system.

If anticipated users want to be added to an existing system, and if the addition can be technically accommodated, GTE will review the total cost package and will be prepared to rebate charges to the initial users if it is determined that "fair and equitable sharing" of the system would result. Commission approval of changes will be required prior to going into effect.

(Continued)

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Issued: March 17, 1994

Order No.:

ISSUED BY

Oscar C. Gomez Advice Letter No.  
State Vice President  
External Affairs

Effective: March 10, 1994